

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter October 2010

Last month we talked about

- Engaging your organization's leadership in conversations pertaining to attitudes about patient and family engagement

Have you encountered barriers or concerns?

October's Resource:

To overcome barriers and concerns about patient- and family-centered initiatives...

- Review September's newsletter resource on the positive impact PFCC initiatives have on business metrics at <http://q-corp.org/programs/partner-for-quality-care-initiative/patient-centered-care/resources>
- Read about the most powerful tool for overcoming barriers.
 - The Institute of Healthcare Improvement reports the most powerful tool to overcome barriers is to "Put the Patient in the Room".
 - Invite patients and families to be part of the planning process for implementing patient- and family-centered care initiatives.
 - Better, more innovative ideas come forward
 - Self-serving conversations cease

Reinertsen JL, Bisognano M, Pugh MD. Seven Leadership Leverage Points for Organization-Level Improvement in Health Care (Second Edition). IHI Innovation Series white paper. Cambridge, MA: Institute for Healthcare Improvement; 2008. Pg 19-20.

Available at <http://www.ihl.org/NR/rdonlyres/BA06EF0D-DEE6-4E5C-A17A-C6CEAE1DB800/0/IHISevenLeadershipLeveragePointsWhitePaperrevisedFeb08.pdf>

Tip of the month: *So you have leadership support! Now how do you start engaging patients and families?*

After your organization has leadership support and you are ready to start engaging patients and families as part of the planning process team

- You will need to recruit your first patient advisors.

Tip: Guide group leaders and facilitators on how to recruit and select patients and families to serve as advisors

http://www.ipfcc.org/advance/Tips_For_Recruiting.pdf

- Next you will need to decide how your first patient advisors will participate in your organization and how you will orientate both your staff and patient advisors.
Tip: Do you have a safety committee, a quality committee, a task force, or do you plan to initiate a patient advisory council? Your organization can start engaging patients and families by inviting them to join one committee. Read about the ways both large and small organizations can implement PFCC initiatives.
Tip: Meet with your staff to talk about concerns and expectations relevant to patient advisors joining your organization. Also meet with new patient advisors to provide orientation prior to their first meeting.

<http://www.ipfcc.org/tools/Patient-Safety-Toolkit-04.pdf>

Events:

Learning Network Conference Call Schedule

The first Learning Network conference call was held on October 13th!

- Mary Minniti, Project Director, shared practices of organizations who have successfully implemented patient- and family centered care initiatives.
- Martin Taylor, CareOregon, shared how CareOregon recently implemented a Member Advisor Council.
- You are invited to share your organization's learning, best practices, and questions during future Learning Network conference calls.

Learning Network conference calls will be from 12:30 to 1:30 PM on

- October 13, 2010
- January 12, 2011
- April 13, 2011
- July 13, 2011
- October 12, 2011

Call in number: 1-800-920-7487

Participant code: 23747394#

If you have any problems participating in this call, the customer service number is 1-800-989-9239.

Additional resources and previous Learning Network Newsletters are available at:

<http://q-corp.org/programs/partner-for-quality-care-initiative/patient-centered-care>

Next Month:

We will talk about how to define the role of patient and family advisors in your organizations!