

Patients and Families as Partners in Quality Improvement Efforts

Willa Reich, Co-Chair Emeritus of Patient Advisory Council

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PeaceHealth Medical Group

What We'll Cover:

- Background on PeaceHealth Medical Group
- Improvement Efforts Enhanced/Led by Patients and Family Members
- Establishment of the Patient Advisors
- Influence of Advisors on Executives
- **Clip from** *“Your Health Care and Safety - The Team Approach at PeaceHealth”* Video
- Question and Answer Period



PeaceHealth Medical Group

- Multi-specialty Group in 9 sites
 - Eugene, Springfield, Junction City
- 130 physicians in a multi-specialty practice:
 - Primary Care (70+)
 - Specialty Services (60+)
- 383,000 outpatient visits/yr; ~ 125,00 patients



Progression of Patient- Family Involvement

- **Breast Cancer survivors**
- **Ortho patients/families**
- **Sacred Heart Medical Center at RiverBend Design**
- **Pursuing Perfection**
- **PeaceHealth Medical Group**
 - *Identifies Patient-Centered Care as a major strategic Initiative.*
 - *Leaders utilize patient & family advisors in creating framework for “Idealized Patient Experience”*

Patient-Family Advisors Influence on Physician Leaders

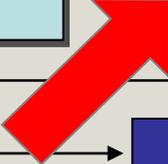
- Recommendation to create Patient Advisory Council to Quality Committee
- PAC recommendation to add Patient Advisor(s) to Quality Committee
- ADVANCE! Panel of Patients/Families Engage physicians in partnership

PHYSICIAN COUNCIL
 Chris Bolz, MD, Family Medicine John Lipkin, MD, Behavioral Health
 Frank Littell, MD, Hospitalist Rick Kincade MD, Family Medicine Chair

- Quality Committee ~ Tamara Barstow, MD, Chair
- Finance Committee ~ Chris Miles, Interim Chair
- **Patient Advisory Council ~ Patty Black & Willa Reich, Chairs**

Henry Veldman, FACHE
 PHOR Regional Vice President

Rick Kincade, MD
 Physician Council Chair



Chris Miles, MHA
 Chief Operating Officer

Tom Ewing, MD
 Chief Medical Officer

Kathi Levell, FACMPE
 Executive Director Planning

Mary Backus
 Executive Director Gerontology

Jeff Larkin, MD
 Med. Director Gerontology

Currently Vacant
 Operations Director Adult & Family Med.

Jill Chaplin, MD
 Chief of Adult & Family Med.

Gay Wayman
 Leadership Development

Tracy Ellis
 Business Development

Ashlee Burnett
 Manager Hospitalists

Frank Littell, MD
 Regional Medical Director Hospitalists

Naomi Fish
 Risk Management

Trish Litton
 Professional Staff Services

Jennifer Potter
 Manager Pediatrics

John Dunphy, MD
 Chief of Pediatrics

Mary Minniti
 Quality Improvement

Shannon Surber
 Operations Director Specialties

David Lippincott, MD
 Chief of Specialties

Terry Stimac
 Operations Director Specialties

Bob Brasted, MD
 Chief of Behavioral Health Services

Patient Advisor Charter

1. To assure alignment and integration of patient and family centered care within PHMG,
2. The PAC will serve as a formal mechanism for involving patients and families in policy and program decision making in our clinics.
Examples of PAC involvement includes but is not limited to:
 - *Champions of Patient- & Family- Centered Care*
 - *Input on Communication Materials*
 - *Identification of areas for improvement in service quality*
 - *Input on teams, project and recruitment of other patient advisors*

Membership of PAC

Sponsored by Leadership and Physician Council

Membership: 12-18 members

- 8 Members from the Adult and Family Medicine Division; 4 Members from the Pediatric Division
- 2-3 members from the Specialty Division
- 2 members from the Behavioral Health Division
- Geographic diversity – all locations represented

Recruitment and Selection of Advisors

- Broad engagement of physicians and staff to identify possible patient and families
- Put in the recruitment image
- Written application process- simple and easy
- Individual interview of applicants with Current Chair of Council and Quality Director with standard questions
- Current advisors are partners in ongoing recruitment

Recruitment Tools

Patient & Family Advisors Needed!

I value your perspective and our partnership. I'd like you to consider becoming a Patient/Family Advisor. Advisor volunteers to help us with program/policy review, review education materials and forms, provide input on quality and safety efforts as well as facilities planning. We are also using patient advisors to help design better processes of care.

Would you be interested in volunteering to be on a Patient Family Advisory Council? Please contact Sheila Miller at 687-6203 to get more information about this unique opportunity.

Sincerely,

Qualities of an Advisor:

- Shows insight and experience in productive ways
- Goes beyond his/her own personal experience
- Respects diversity and differing opinions
- Listens well
- Collaborates on solutions
- Has passion for enhancing the healthcare experience of all

Important Considerations:

- Current PeaceHealth Medical Group patient and/or family member
- Make commitment for 1 year at minimum
- Willingness to attend information session to learn more in mid-September
- Ability to attend monthly meetings on the fourth Thursday from 5:30 – 7:30 pm, starting in October



Formal Orientation and Mentoring of Advisors

- Orientation Session for All Advisors
- Orientation Manual:
 - *Advisor Role, Tips and Tools for Effectiveness, About PHMG Patient Centered Accountabilities, PeaceHealth-the Organization, Patient Experience of Care, Background [Jargon 101, QI Basics]*
- Succession Planning and Mentoring

A Leader's Experience

- Gaining buy-in during a time of change
- Recruiting Advisors
- Establishing the Council
- Co-creating with Advisors
- Supporting Advisors
- Ah-Ha-s



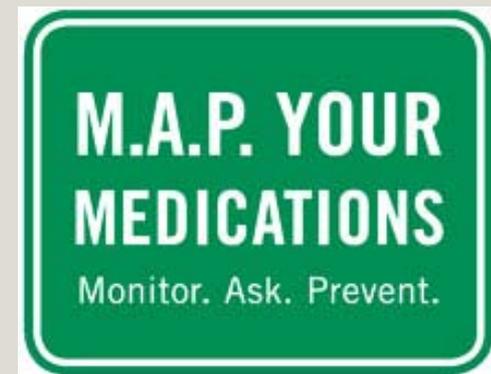
- Add a Patient Advisor to Quality Committee
- Communicate new insights through conversation in strategic meetings and through written materials [Power of Influence]
- Bring issues/current topics to PAC for input prior to decision making
- Integrate PAC into strategic ADVANCE! now and into future as well as All-Provider Meetings
- Input on budget; facilities standard appearance; begin conversation with other clinicians/leaders about learning

An Early Patient Advisor's Experience

- A Chance Meeting
- Working Within the Organization – Medication Oversight Safety Team
- Networking outside the Organization- Quality Corp/AARP Healthcare 101
- The “DVD Divas” – a Patient Advisory Council Project

Medication Oversight Safety Team

- Patient – Family Advisors joined QI Safety initiative to support medication reconciliation efforts underway
- Initiated patient education effort to improve medication partnership
- Advisors continue to do community outreach at senior centers and encourage sustained focus by the organization on this important topic



Improvement Initiatives of PAC

- The Patient- Family Experience at PHMG and across PH - Stories
- Questions That Matter Forum- Engaging the Community
- Consent to Treat Form Redesign
- Ethical Discernment Process Input
- Partnership with LCC Nursing Program
- Feedback and input on website, patient education materials and program outreach

Patient-Family Advisors Influence Board and Executive Team

- NICU Parent Advisor and Co-Chair of PHMG PAC present recommendations on spread of advisors to Regional Executive Team – all recommendations adopted!
- PAC Members showcase Patient Safety DVD to:
 - *PHMG Physician Council [Board for Medical Group]*
 - *Medical Affairs and Quality Committee of Oregon Region Governing Board*
 - *PeaceHealth System-wide Executive Team*

Broader Community Influence

- Provided information and language that was used in the Patient-Centered Primary Care Medical Home Standards for Oregon
- Worked with other patient advisors and healthcare organizations within the state of Oregon interested in creating patient and family advisory councils
- Our journey used as an example with the Institute for Patient- and Family-Centered Care

Partnerships Really Matter

- What Patient and Family Advisors bring to the organization:
 - *Experience and Insight*
 - *Fresh eyes and enthusiasm*
 - *Interest in making it better for all*
- What Advisors need from the organization:
 - *Support ~ listening deeply, responsive, encouraging*
 - *Willing to change*
 - *Sharing of contextual information/knowledge in transparent way*

“Your Health Care and Safety - The Team Approach at PeaceHealth”

**Film Clips-
Medication Safety
Health & Wellness**

<http://www.peacehealth.org/Oregon/PHMGClinics/PHMGVideos.htm>

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Q & A Time

- *Are there issues/concerns you wish the speakers to address?*
- *General questions?*