

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter July 2011

Last month we talked about:

- **Oregon Medical Group's** first patient advisory council meeting and what really mattered during this meeting. New patient advisors and Scott Johnson, Medical Director, were able to discuss concerns about medication safety, coordination of care, informed decision making, and providing patients with timely information. New patient advisors shared what went well and what did not go well.

Resource:

What does collaboration between advisors and health care organizations look like?

CareOregon, an Oregon Medicaid health plan, invited members who expressed an interest in becoming more involved in their health care to attend focus groups in late 2010. The first Member Advisory Council meeting was held in December 2010. Member advisors and CareOregon leaders and staff have shared and learned from one another in a variety of activities:

- During an **Open House** with over 100 members and staff attending members shared what they felt was important in their health plan.
- At the CareOregon **Board Retreat**, member advisors were invited to participate along side Board members.
- At the Oregon Legislature's **Health Care Action Day** in Salem, CareOregon staff and member advisors attended and met with legislators.
- During **Customer Correspondance Training classes**, members learned about written communication techniques along side CareOregon staff.
- As part of a **CareOregon video** for new members, members shared their stories and how to become engaged in your health care.
- Over "**Brown Bag**" lunches with Member Advisors and CareOregon staff.
- During monthly **Member Advisory Council meetings** which are led by a member advisor.

One of CareOregon's member advisors recently shared that her learning from being a member advisor was that her decisions regarding her health affect not only her, but many others in and out the health care organization.

Even in their short time on CareOregon's Member Advisory Council, several member advisors have said the experience has given them the leadership skills and confidence to take their experiences and expertise to new heights. For example, members now sit on national and statewide consumer councils, and participate in peer support training.

Tip:***What are the necessary elements for successful collaboration?***

Advisory councils need patient/family/member advisors, but they also need committed leaders who attend meetings regularly. Collaboration occurs when trust exists and advisor input is heard by those who can open the doors to change. Bev Johnson, CEO and President, Institute for Patient- and Family-Centered Care suggests

- Spending a lot of time on introductions. Ask advisors and leaders each to share how they have used the health care system. This helps level the playing field.
- Asking each person attending the council meeting to envision what the ideal primary care clinic would be like and what the ideal patient experience be.
- Providing orientation on how to collaboratively share personal health stories. Teach how to share what went well and what could be improved.

Coming Learning Network Events:**Save the Date!**

January 19, 2012: Quality Corp's Patient and Family Engagement daylong workshop.

Learning Network Conference Calls:

Calls will be from 12:30 to 1:30 PM on

- **October 12, 2011**
- Call in number: 1-800-920-7487
- Participant code: 89737387#

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:

More Patient- and Family-Centered Care success stories from Oregon health care organizations!