

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter November 2010

Last month we talked about:

The most powerful tool for overcoming barriers to successfully integrating patient advisors is to “put the patient in the room”, i.e., put patients on planning committees and task forces.

November Resource:

Read about how the University of Washington Medical Center started and developed a successful patient- and family-centered care program.

University of Washington Medical Center did not implement patient- and family-centered care principles overnight.

- In 2003 one parent was invited to become a member of a patient- and family-centered care steering committee.
- Today more than 70 patient and family advisors collaborate with the UWMC.

Patient and family advisors are now serving as:

- Patient Advisory Council members
- Program and policy reviewers
- Members of various committees
- Trainers on PFCC principles for staff and professionals
- Participants in departmental discussion groups

Read more at:

www.ipfcc.org/advance/pafam-progcoord.html

www.ipfcc.org/profiles/prof-uwmc.html

Tip of the month:

Brain storm! Be a visionary! Define the role of patient and family advisors in your organization.

One of the your first priorities will be to define the role of patient and family advisors in your organization.

Tip: Patient and family advisors can serve on

- New councils, task forces, and work groups
- Existing clinic programs and services
- Physician and staff education programs
- Evaluation of clinic and programs projects

Read more at: www.ipfcc.org/pdf/pc-vision.pdf

Events:**Learning Network Conference Call Schedule**

- Mary Minniti, Project Director, will share practices of organizations who have successfully implemented patient- and family-centered care initiatives.
- You are invited to share your organization's learning, best practices, and questions.

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

- 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:

How to prepare your patient advisors for their first meeting.