

# Oregon Health Care Quality Corporation Patient and Family Engagement

## *Learning Network Newsletter February 2011*

### **Last month we talked about:**

- CareOregon's successful recruitment of 14 member advisors to form a member advisory council.
- The key to a successful first patient advisor meeting is orienting your staff and new patient advisors.

### **February Resource:**

Learn how one Oregon health care organization attended a June 2010 workshop and held their first patient advisory board meeting in January 2011.

St. Charles Primary Care-Redmond (formerly Cascade Medical Clinic) implemented a patient advisory board in six months.

### **How did they do it?**

- **Leadership attended** Quality Corp's June 2010 patient- and family-centered care workshop.
- They changed from "**thinking we know what patients need to wanting to know what the patients think they need**".
- **Action steps taken:** Patient advisor recruitment cards were designed and shared with providers; providers began referring patients as possible advisors; patients were called, interviews were conducted and informal orientation meetings were held.
- Major organizational changes occurred during this time period. Jill Dubisar, clinic administrator, states "**we were successful because integrating patient- and family- centered principles was made a priority**".
- The patient advisory board selected **a goal of improving clinic communication** during their first meeting.

**Tip of the month:**

How do we facilitate advisory meetings so they will be a time of collaborative learning?

An Oregon primary care medical director recently shared that “**the freshness and rawness of the feedback from patient advisors was very refreshing**”. How do we facilitate advisory meetings in a collaborative way? The Institute for Patient- and Family-Centered Care recommends:

- Sending the agenda and minutes ahead of time to all committee members
- Discussing the concept of collaborating with patients and families explicitly
- Acknowledging that there will be tensions and differing opinions and perceptions. Sub committees may need to study issues outside the meeting
- If a personal story becomes very prolonged, acknowledge the power and importance of the story and have a process to follow up outside the meeting

Read more facilitation recommendations from the IPFCC at <http://www.ipfcc.org/advance/tipsforgroupleaders.pdf>.

**Events:**

Learning Network Conference Call Schedule

- Mary Minniti, project director, will share practices of organizations that 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:

- 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:**

Patient Advisors: Broadening our vision!