

# Oregon Health Care Quality Corporation Patient and Family Engagement

## *Learning Network Newsletter* *March 2011*

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

- How **St. Charles Primary Care-Redmond** (formerly Cascade Medical Clinic) implemented a patient advisory board in six months.
- **How to facilitate** patient/family advisory meetings in a way that encourages honest, frank patient input that is presented in a collaborative manner.

### **March Resource:**

Read how an Oregon primary care organization recaptured enthusiasm and energy when they refocused on patient and family centered care.

NW Primary Care's (Portland, Oregon) leadership reported increased staff enthusiasm and energy when the organization **renewed its focus on patient-and family-centered care.**

- **During the economic downturn**, the organization had been looking for ways to be efficient and this had led to competing department goals.
- Amanda Trujillo, Quality Management Coordinator, reported "this grant with its focus on patient- and family-centered care, **is centering the organization back to what its real purpose is, the patient.**"
- **After attending the IPFCC seminar**, leadership realized the organization's service excellence program (with quarterly staff training) was not generating the enthusiasm it once had.
- Now **with the focus on patient- and family- centered care** the enthusiasm level has been regained. Presentations and skits from the conference will be the focus of the next service excellence training.
- **Patient/Family Advisors have been recruited** using physician referrals and the first Patient Advisory Council meeting is scheduled.

### **Tip of the month:**

Too small to integrate patient advisors? Is your organization so large you have no idea where to begin? Read how to integrate patient and family advisors into any organization!

**NW Primary Care leadership saw immediate increased staff enthusiasm and energy** when they refocused on patient-and family- centered care and began to integrate advisors into their organization. There are many ways to integrate advisors into your organization:

- Have patient/family advisors give patient-and family centered care (PFCC) presentations during your staff orientation programs
- Appoint advisors (at least 3) to serve on a patient safety committee
- Include advisors on medication safety teams
- Advisors can serve on quality improvement task forces
- Have advisors participate in the development of educational materials and programs
- Recruit advisors to be part of your web site and EMR task forces.
- Include advisors in your patient experience of care committees and programs.

To read more go to:

<http://www.ipfcc.org/tools/Patient-Safety-Toolkit-04.pdf> (pgs. 3-6)

#### **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

- **April 13, 2011:** Bev Johnson, CEO and Executive Director, IPFCC, will discuss collaborative communication skills and how to facilitate meetings.
- **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:**

Learning from other Oregon health care organizations!