

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter May 2011

Last month we talked about how:

- **NW Primary Care, Portland**, noted increased staff enthusiasm and energy when leadership directed their focus to patient- and family-centered care principles.
- **Any size of health care organization** can integrate patient-and family-centered principles into their organization.

May Resource:

Providence Medical Group Successfully Implements a Patient Advisory Council!

Providence Medical Group began their journey by **investing** the resource of **key employees' time** by sending them to the Institute of Patient- and Family-Centered Care (PFCC) national seminar in November 2011.

- December 2010: A senior physician (**leadership support**) referred the first patient as an advisor.
- January 2011: During a Patient- and Family-Centered Care presentation to the Service Improvement Committee (**orientating leadership**) a senior provider challenged each provider to refer three potential patient advisors. Twenty five referrals were received (**gaining broad support from leadership**).
- February 2011: A patient advisor liaison was hired (**investing in patient advisor support**) half time to coordinate the screening, interviewing, and coordination of patient advisory council meetings.
- April 2011: Providence Patient Advisors attended a day long orientation meeting, participated in a welcome luncheon, and held their first meeting (**investing in patient advisors**).

Tip of the Month:

What Happens When Engaged Patient Advisors Gather?

Providence Medical Group's patient advisor liaisons and the new patient advisors attended a day long workshop as part of Quality Corp's Patient and Family Engagement Project.

- **The new patient advisors met with experienced Patient Advisors** from PeaceHealth Medical Group.
- They asked questions about the **role of patient advisors** and **what types of projects/work** patient advisors engage in.
- The difference between the role of a **patient advisor vs. a patient advocate** was discussed.
- The patient advisors shared what their **driving force** to become a patient advisor was and what **barriers** there were to becoming an advisor.

The result: An engaged and energetic group! Advisors ended the day by agreeing to come prepared to the first meeting by reading all agenda related materials ahead of time in order to be ready to provide input on issues as requested by Providence Medical Group.

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

- **July 13, 2011**
- **October 12, 2011**

Call in number: 1-800-920-7487

Participant code: Participant: 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!