

Patients and Families as Leaders: Transforming Patient Engagement in Oregon



Information for a Healthy Oregon

Medical Group Survey

Thank you for your interest in the patient- and family-centered care effort under the Oregon Health Care Quality Corporation's leadership. Your participation in this survey already reflects your understanding of the importance of patient and family engagement in all aspects of healthcare delivery.

Directions: Please answer all 18 questions below. We will provide technical assistance to organizations who wish to actively improve their own patient- and family-centered initiatives. Thank you.

Patient and Family Centered Care Practices and Leadership Engagement

1. Does your practice/clinic have a patient- and family-centered care vision, mission, and philosophy of care statements that promote partnerships with patients and families?
 - No
 - Don't know
 - Yes

2. Do the practice's/clinic's leaders (check all that apply)
 - Invest time and financial and personnel resources in patient- and family-centered initiatives?
 - Through their words and actions, hold staff and clinicians accountable for collaborating with patients and families?

3. Does your practice/clinic communicate your patient- and family-centered care vision, mission, and philosophy of care clearly throughout the practice/clinic to staff and clinicians, patients and families, and others in the community?
 - No
 - Don't know
 - Yes

4. Does your practice/clinic budget time, financial and/or personnel resources in patient- and family-centered initiatives [reviewing patient education materials, designing new facilities, quality improvement teams, etc?]
 - No
 - Don't know
 - Yes,

5. Does your practice/clinic have a Patient and Family Advisory Council?

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- Yes
 - No, but this is a priority for our organization
 - No, we have no plans to create one at this time.
6. Do patients and families serve on committees or work groups? Please check all that apply
- Patient/family education
 - Care of chronic conditions (e.g., self-management support)
 - Peer-led education and support
 - Planning group visits
 - Patient safety
 - Transition planning
 - Information technology
 - Oversight of culturally and linguistically appropriate services
 - Community services and programs
 - Staff orientation and education
 - Policy and procedure development
 - Primary or ambulatory care redesign
 - Quality improvement
 - Facility design
 - Other _____

Patient and Family Access to Information, Education, and Support

7. Are there systems in place to ensure that patients and their families have access to complete, unbiased, and useful information? Check all that apply
- In a range of informational and educational programs and materials
 - That is consistently available to patients and families
 - That is provided in primary languages and at appropriate literacy levels
 - That includes examples and images that reflect the diversity of patients and families served by the practice/clinic
8. Do you provide patients and family meaningful and easy access to their medical records [paper or electronic]?
- No
 - Don't know
 - Yes
9. Are peer-led educational programs available and accessible to patients and families?
- No
 - Don't know
 - Yes

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10. Are web-based opportunities for information-sharing and networking offered to patients and families?
- No
 - Don't know
 - Yes

Education of Staff, Clinicians, Students, and Trainees

11. Do orientation and education programs prepare the following people for collaboration with patients and families in care and decision-making? Check all that apply
- Staff
 - Clinicians
 - Students and Trainees
12. Are patients and families involved as presenters in orientation and educational programs?
- No
 - Don't know
 - Yes

Patient-Family Centered Care Technical Assistance?

13. We welcome any additional comments here. We are especially interested in knowing if your organization plans to start a Patient and Family Advisory Council/Board and any other patient- and family-centered "Best Practices" you would like to share.
14. Awareness is a key in any transformational journey. Understanding where we are compared to national/state benchmarks in patient-centered care can be a driver for change. Would you be interested in presenting best practices your organization has developed in the area of patient- and family-centered care? Awareness is a key in any transformational journey. Understanding where we are compared to national/state benchmarks in patient-centered care can be a driver for change
- Yes, I am interested in presenting our organizations "Best Practices"
 - No, I am not interested in presenting
 - Maybe, I need more information
15. Technical assistance/consultation will be available to organizations interested in achieving transformational patient centered goals. Are you interested in receiving technical assistance?
- Yes, our organization would like to apply for ongoing technical assistance/consultation
 - No, I am not interested in receiving ongoing technical assistance
 - Maybe, I need more information

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16. Name

17. Organization

18. Email address

Thank you!

You have now completed the survey.