



PATIENT ENGAGEMENT

*Using Patient Advisory Councils and Clinical Quality Data
to Enhance Patient Engagement*

Presented by

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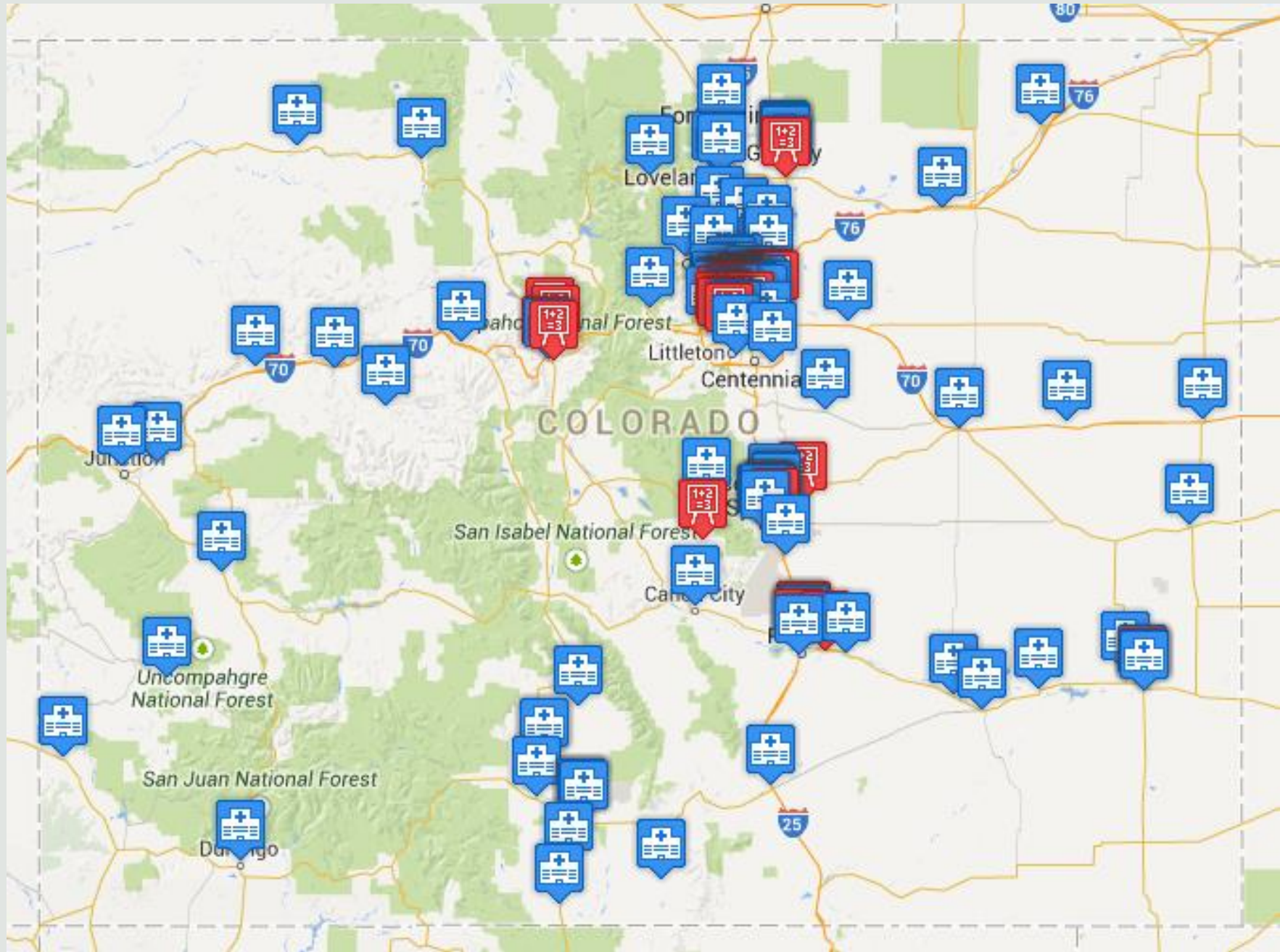
Colorado Community
Health Network



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado

LEARNING OBJECTIVES

- Participants will be able to identify the purpose of a Patient Advisory Council (PAC) and its role in helping improve care for patients.
- Participants will know the initial steps to be taken in a medical setting to establish a PAC.
- Participants will know and understand the tiers of meaningful patient/family engagement.
- Participants will be able to identify the most important components of an effective PAC meeting.
- Participants will know how to construct an agenda that builds rather than suppresses patient/family engagement.
- Participants will understand the critical role of the “feedback loop,” and how to identify the feedback loop(s) to apply to the PAC’s recommendations.



DATA FOR THE PURPOSE OF UNDERSTANDING QUALITY

GOAL

- Achievement of benchmark levels of quality and patient engagement
- Promote staff engagement
- Development of quality improvement strategies

METHODOLOGY

- Patient Advisory Councils
- Patient Experience Survey

PATIENT ADVISORY COUNCILS

TIERS OF ENGAGEMENT

EDUCATION
FEEDBACK
DISCUSSION
ENGAGEMENT
PARTNERSHIP

“Every time we meet, it is something new. We came empty, and we left full” – Patient, Colorado

“The health center wants my opinion, and I want to make it the best place it can be” – Patient, Colorado

“I represent my community. Things that happen in the community, I bring to these meetings. Things that happen here, I bring to my community” – Patient, Colorado



Northwest
Colorado
Visiting Nurse
Association,
Craig



Sunrise
Community
Health, Monfort
Family Clinic



Denver Health, La
Casa Quigg
Newton



Mountain
Family Health
Centers,
Glenwood
Springs

IMPLEMENTATION

DEFINE PROJECT SCOPE
LEADERSHIP ENGAGEMENT
STAFF COMMITMENT
MEETING LENGTH
MEETING MATERIALS

PEER POINTERS

How many staff members will participate on this committee?

What staff members are appropriate?
Who will be the staff lead?

Where will these meetings be held in the CHC?

All “Questions to Ask” should stand out, different font, color, etc.

PATIENT RECRUITMENT

ALERT STAFF
DEVELOP PROMOTIONAL MATERIALS
CONDUCT OUTREACH
MAINTAIN PATIENT LISTS
REMINDERS

PEER POINTERS

Who will lead patient recruitment efforts?

Who will be responsible for reminders to patients about upcoming meetings?

Who will be the primary point of contact on information flyers?

Who will announce the implementation of PACs to the greater CHC staff?

Who will maintain the patient attendance list?

BUDGET

SNACKS
INCENTIVES
MEETING SPACE

PEER POINTERS

What incentives are most appropriate for your health center?

Who will organize these incentives?

Who will keep track of the incentives as they are disseminated to patients?

AGENDA DEVELOPMENT

GROUP AGREEMENT
GROUP GOALS
CONFIDENTIALITY
LOGISTICS
CLINIC UPDATES
PATIENT EXPERIENCE
FOLLOW-UP

PEER POINTERS

Who will lead subject matter collection efforts? *This includes tracking and agenda development.*

Who will be responsible for sharing information garnered from these meetings to the greater community health center staff?

Who will be the lead for maintaining the patient confidentiality agreements?

Who will be responsible for ensuring these are completed at each meeting?

Box

TRANSLATION

ENGLISH AND SPANISH

PEER POINTERS

Who will provide translation services?

Will you conduct separate groups?

For what languages will be necessary to provide translation?

SUSTAINABILITY AND SPREAD

QUALITY IMPROVEMENT PLAN
WORKFLOW
LEADERSHIP ENGAGEMENT AND COMMITMENT
FORMALIZED POLICY
SPREAD

PEER POINTERS

How will these groups be integrated into the CHC's QI plan?

How will these meetings be integrated into the CHC workflow?

How will you continue to gauge and ensure leadership commitment?

Who will develop these policies?

How will you spread PACs to other sites?

MEETING ELEMENTS

AGENDA

FACILITATOR

NOTE-TAKER

TRANSLATOR

SNACKS

INCENTIVES

COMFORTABLE MEETING SPACE

BI-LINGUAL MATERIALS

TOOLS

HOW TO CREATE A PATIENT ADVISORY COUNCIL (PAC)
BEST PRACTICES/LESSONS LEARNED
CHC PRACTICAL EXAMPLES

Sample Agendas:

- Implementation Meeting
- First PAC
- Social Determinants of Health PAC
- Third PAC
- Sustainability Meeting

CONCLUSIONS

QUESTIONS?

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