

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter December 2010

Last month we talked about:

- How the University of Washington began in 2003 by inviting one patient/family member to be part of a patient- and family-centered care steering committee and today has over 70 patients/families advisors
- How one of your first priorities will be to define the role of patient and family advisors in your organization

December Resource:

How have organizations across the country defined the roles of their patient and family advisors?

Some notable best practices are

- Serving on the board of directors
- Participation in defining the organization's vision and value statements
- Collaborating with providers and staff on interactive websites which offer information, resources, opportunities for discussion, support, advocacy, etc.
- As members of advisory councils
- As participants in medical home planning
- As participants at all levels of decision making in facility design, committee structure, quality and safety teams, and the clinical experience
- Participating in staff meetings to provide education on PFCC principles

To read more go to pages 33-39 at

<http://www.ihl.org/NR/rdonlyres/C810CCBB-2DEB-4678-994A-57D9B703F98D/0/PartneringwithPatientsandFamiliesRecommendationsApr08.pdf>

Tip of the month:

Anticipate your staff and provider's concerns and issues about including patient/family advisors on committees and councils.

What are your staff and provider's concerns about including patient/family advisors on committees and councils?

- Do they believe in the family/patient's unique perspective and expertise?
- Do they feel the perspectives and opinions of patients/families and providers are equally valid in planning and decision-making?
- Have you discussed your organization's expectations for patient/family advisors and set clear goals for their role as advisors?

- Need a conversation starter? Want to read more? Go to this checklist on attitudes about Patient- and Family-Centered Care
http://www.ipfcc.org/advance/Checklist_for_Attitudes.pdf

Events:

Learning Network Conference Call Schedule

- Mary Minniti, Project Director, will share practices of organizations who 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

- January 12, 2011
- 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:

We'll talk about the orientating patient/family advisors for their first meeting!