

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter September 2010

Resource of the month: How did implementing patient- and family-centered care practices affect other organizations' business metrics?

- The MCG Health System in Augusta, Georgia began instituting patient- and family-centered practices in 1993.
- By 2006 over 155 patient and family advisors served on seven councils and 45 hospital and task force committees.
- MCG Health System reported positive changes in the following business metrics
 - Staff vacancy rate decreased from 7.5% to 0%
 - Safety-Medical errors reduced by 62%
 - Patient satisfaction increased from 10th to 95th percentile
 - Market share-Volume increased by 15.5%
- Read more information on the MCG Health System at <http://familycenteredcare.org/profiles/prof-mcg.html>

Tip of the month: How to engage patients and families and where to begin?

Begin with a checklist for attitudes about patients and families as advisors.....

This checklist will

- Lead your organization's leadership, staff, and providers through a series of questions pertaining to attitudes about patient and family engagement in their own health care.
- Surface concerns and questions that are important to address early in the change effort.
- Use this tool to start a conversation about initiating patient and family centered practices.
- Find this downloadable checklist at http://www.ipfcc.org/advance/Checklist_for_Attitudes.pdf

Events: Announcing the Learning Network Collaborative Learning Conference Call Schedule

The first Learning Network conference call will be on the second Wednesday of the month starting October 13th from 12:30 to 1:30 PM.

- 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.
- This is a collaborative learning opportunity for all of us!

Learning Network conference calls will be from 12:30 to 1:30 PM on

- October 13, 2010
- 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 Creating Advisory Councils!