

Oregon Health Care Quality Corporation Patient and Family Engagement

Learning Network Newsletter January 2011

Last month we talked about:

- How organizations across the country have defined the roles of their patient advisors
- The importance of anticipating and addressing concerns and issues regarding the participation of patient/family advisors on committees and councils

January Resource:

Learn how one Oregon health care organization successfully recruited member and family advisors!

CareOregon, an insurance provider located in Portland, Oregon, began to recruit member advisors in the summer of 2010.

- 6 member advisors, who were recruited from focus groups, attended the first Member Advisory Council meeting in July 2010
- 14 member advisors attended the December 2010 meeting
- The Member Advisory Council will hold an open house on January 25th and hope as many as 100 CareOregon members will attend

How did they successfully recruit member advisors?

- By promoting the benefits of becoming a member advisor in the member newsletter. Read the article at
http://www.careoregon.org/carelink/2010/fall/PDF/CLinkFall10_EN.pdf
- By encouraging clinicians and providers to refer members as advisors and creating interest and excitement about the formation of an advisory council. Read more at

<http://www.careoregon.org/carenews/2010/Fall-2010/MAC.html>

Tip of the month:

The secret to successful first Patient Advisory Council meetings!

One word: Orientation!

Bev Johnson, CEO and Executive Director of the Institute for Patient- and Family-Centered Care recently consulted with Oregon health care organizations. She emphasized that orientation of new patient advisors is crucial to success.

- Teach advisors how to share their stories so people will listen.
- Orient advisors on how to be most effective in collaborating with staff and faculty.
- Review how to present issues effectively.
- Present "Speaking Our language: Jargon 101," so patient advisors will understand the language of your organization.

Create a check list for your patient advisor orientation by referring to the Institute for Patient- and Family-Centered Care resource link below:



IPFCC Patient
Orientation.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:

- 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:

Who facilitates and when? Tips for your first patient advisor meeting.

