Beyond Surveys: How Health Systems Are Engaging Patients

March 24th, 2020
Moderators

Renée Markus Hodin, JD
Deputy Director, Center for Consumer Engagement in Health Innovation
Community Catalyst

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Director
Health Care Transformation Task Force
Agenda

• Welcome
• Organization Presentations
  o Children’s Mercy Presentation
  o Trinity Health Presentation
  o HRHCare presentation
• Patient Panel
• Q&A
Established in 2014, the **Health Care Transformation Task Force** is a multi-sector industry consortium comprised of

- Providers
- Payers
- Purchasers
- Patients

committed to advancing delivery system transformation that drives rapid, measurable change for ourselves and our country.
Our members aspire to have 75% of their respective businesses operating under value-based payment arrangements by the end of 2020.
Our Mission
To organize and sustain a powerful consumer voice to ensure that all individuals and communities can influence the local, state and national decisions that affect their health.

Our History
Since 1998, Community Catalyst has worked to build a consumer health advocacy movement from the ground up.
Speakers

Deejo Miller
Patient and Family Engagement Program Manager
Children’s Mercy Hospital

Susan Kheder, LMSW
Former Executive Director of Patient and Community Engagement
Saint Joseph Mercy Health System

Katherine Brieger, MA, RD, CCE
Chief of Clinical Strategy and Research & Executive Director, Planetree Institute
HRHCare
History of Patient & Family Engagement at Children’s Mercy

Instances of Parent Advisors on committees and projects per year
El Consejo de Familias Latinas/Hispanas
Consejo Accomplishments

- Consultation for hospital initiatives
- Educational materials for families
- Bilingual signage with universal symbols
- Community health fairs
- Spanish language radio spots
- Participation on PCORI research project
- Communication tools for inpatients
Patient and Family Engagement

Strategies Beyond Surveys

Presented By: Susan Kheder, LMSW
Date: March 24, 2020
Strategies Beyond Patient Satisfaction Surveys

Direct Consumer Input

Quality, Safety, Process Improvement

Colleague Engagement
Establishment of Experience Advisor Program at Saint Joseph Mercy Health System

- Formal charge and task force established
- Roadmap for Patient and Family Engagement
- Development of Experience Advisor roles, Advisory Councils
- Execution of plan
- Ongoing recruitment and deployment
- Align with organizational goals and strategies
Onboarding Approach

- Recruitment strategies
- Application process
- Screening, interview, orientation elements
- Identification and matching of roles
- Committee alignment
- Tips for success
Direct Consumer Input

Experience Sharing
• New colleague onboarding
• Residency education
• Management and staff meetings/retreats
• Board meeting story telling

Focus Groups
• Advisor recruitment strategy
• Qualitative analysis informing standards

Committee/Council/Projects member

E-advisors
• Patient Education
• Policies

Marketing
• Sensitive communications
• Branding

Realtime patient interviews:
• Immediate reaction and input to pressing issues
Quality, Safety, Process Improvement

Quality and Safety

• Committee membership
• Data scrutiny
• Patient and Family Centered Solutions
• Root Cause Analysis
• Learning from defects
• Colleague education
  • Simulations

Performance Improvement

• Provider observation and communication feedback/coaching
• Embed into every A3/improvement plans
• Gemba walks
• Patient/process mapping
• Involvement sooner than later
Impacting Colleague Engagement

• Hiring practices
• Colleague/provider education
  • Orientation
  • Grand Rounds
  • Simulations
• Preceptor training
• Patient-centered rounding
Hudson River Health Care
The Health Center, now known as Hudson River Health Care (HRHCare), has since grown into a network of 43 Federally Qualified Health Centers (FQHCs) with over 2,000 employees, serving more than 245,000 patients across the Hudson Valley, New York City, and Long Island.

These sites include our health centers in the five boroughs of New York City, which came into the HRHCare family as a result of our 2018 merge with Brightpoint Health.
Our Network Map
Special Populations

Our 2019 special populations included:

- Agricultural Workers: 9,300+
- Homeless Individuals: 20,700+
- Public Housing Residents: 28,800+
- Veterans: 800+
- HIV Positive Patients: 3,700+
- Patients with Substance Use Disorder: 6,700+

All data according to the Health Resources and Services Administration 2019 Uniform Data System
Patient Engagement

- Board of Directors must be 51% patients of the Health Center
- Patient Workshops
- Planetree Committee Members
- Patient’s in Quality Programs
- Patient in Site Rounding
Patients in Planetree Meeting
Patient Panel

Terrence
PFAC Participant
Children’s Mercy Hospital

Susan
PFAC Participant
Saint Joseph Mercy Health System

Leon
Patient Advisor and Member of the Planetree Committee
HRHCare

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Questions?
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