INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

www.ipfccc.org
Promoting Health and Wellbeing Through Partnerships with Patients, Families, and Communities

Beverley H. Johnson, IPFCC President/CEO
17th International Conference on Integrated Care
Dublin, Ireland — May 8, 2017
In our time together . . .

- Develop a shared understanding of the core concepts of patient- and family-centered care and how they provide a framework and strategies for supporting partnerships among patients, families and communities.

- Describe examples from a variety of settings where patients, families, and citizens have partnered to change and improve health care policies, programs, facilities, health professional education, and research.
Patient- and Family-Centered Core Concepts

- People are treated with **respect and dignity**.
- Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- Patients and families are encouraged and supported in **participating in care and decision-making** at the level they choose.
- **Collaboration** among patients, families, and providers occurs in policy and program development, professional education, and research, as well as in the delivery of care.
Patient- and family-centered care is working "**with**" patients and families, rather than just doing "**to**" or "**for**" them.
Families, affected by HIV epidemic, advise midway in the AZT trials.
Families as Full Research Partners — King County Blended Funding Project

Children’s Mental Health Program

Families as Full Research Partners

King County Blended Funding Project

Children’s Mental Health Program

Since 2003, the Community Advisory Council has participated in all aspects of the HPRN research.

An all day “boot camp” is held prior to working on a project. Projects have included:

- Testing to Prevent Colon Cancer in Rural Colorado
- Asthma Toolkits and Community Asthma Integration and Resources (AIR) (Asthma awareness and management)
- Under-insurance
- Patient-centered medical home
- Patient harm/medical mistakes

High Plains Research Network (HPRN)
Community Advisory Council, Colorado

Connecting with the Gun Club . . .
“The Community Advisory Council has made our research ten times better, much more relevant to the communities we serve. In addition, it’s a lot of fun to work with the Community Advisory Council.”

Jack Westfall, MD, MPH
IPFCC Toolkit to Support Patient and Family Advisory Council’s (PFAC) Research Partnerships Funded by PCORI

- Identifying Roles for PFACs and Other Patient and Family Advisors in Research
- Preparing Researchers and Advisors for Partnership
- Evaluating the Partnership and Planning for Sustainability
Essential Knowledge and Skills for Clinicians and Staff

- Understanding the social determinants of health.
- Knowledge of trauma and trauma-informed care delivery.
- Health literacy principles and practices.
- Shared decision-making processes and aids.
- Expanded communication skills including motivational interviewing competency.
- Patient activation.
- Self-management support including peer-to-peer support options.
2017 paper on preparing students in integrated health care systems in primary care settings with behavioral health and substance use services.

www.attcnetwork.org/advancingintegration
ATTC_WhitePaper1_18_17Final.pdf?mc_cid=0a3b9fe9af&mc_eid=95cdafe3d4
Partnerships in Interprofessional Education

The multidisciplinary focus and inclusion of families made this the best program I have participated in. Stepping outside of my “silo” broadened my sense of possibility and what we have left to achieve.

— Physician, IPPC Educational Retreat

There is growing recognition of the need to include the “voice” of patients and their families in every aspect of health care to improve quality, safety, and patient experience.

Involving patients and their families in education is a newer area of focus but their insights and perspectives about the health care system can enhance learning for clinicians at all levels (students and experienced practitioners) and of all disciplines.

The materials in this section of the website focus on that “niche” or “sweet spot” – the education of health professionals with the involvement of patients and families as educators. The examples of successful programs and other tools are designed to help a variety of institutions (e.g., schools of medicine, nursing, allied health as well as hospitals and other organizations) begin or expand their efforts to involve patients and families in this important way.
Patient advisors participated in the communications training (motivational interviewing) with physicians and staff in the Team Up for Health project at Sharp Rees-Stealy Medical Group in San Diego, CA.
Clinicians and others discuss the approaches and value of **Team Up For Health**. For further information: www.teamupforhealth.org/
Consider using this simple patient experience tool: Tell Us About Your Visit!

<table>
<thead>
<tr>
<th>For each item below, please circle a number between 1 and 7 that best fits how you feel.</th>
<th>Definitely NO</th>
<th>Somewhat</th>
<th>Definitely YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>My health care provider(s) and I worked <strong>together</strong> to set personal goals to manage my illness.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My health care provider(s) listened carefully to me at today’s visit.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>I understand my health care provider’s advice and what I need to do to manage my illness.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
<td></td>
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<tr>
<td>My health visit helped me gain confidence in managing my health problems.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
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<tr>
<td>I have a written action plan to help me manage my illness → □ Yes □ No (go to next question)</td>
<td></td>
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<tr>
<td>Over the past 7 days, I was able to follow my action plan to help me manage my illness.</td>
<td>1 2 3 4 5 6 7</td>
<td></td>
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</tbody>
</table>

Seth Emont, PhD, White Mountain Research Associates

Tell Us About Your Visit!

<table>
<thead>
<tr>
<th>Question</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer this question only if you take prescribed medicines:</td>
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<tr>
<td>Over the past 7 days, I took all of my prescribed medicines when I was</td>
<td>1</td>
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<td>supposed to.</td>
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<td>Answer this question only if you have diabetes:</td>
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<tr>
<td>Over the past 7 days, I checked my blood sugar when I was supposed to.</td>
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<td>3</td>
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<td>6</td>
<td>7</td>
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<tr>
<td>You and your family were able to participate in decisions about your</td>
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<tr>
<td>care.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>5</td>
<td>6</td>
<td>7</td>
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<tr>
<td>Clinicians/staff respected your choice of whether or not to have family</td>
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<tr>
<td>members or friends with you during your care.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>6</td>
<td>7</td>
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<tr>
<td>Clinicians/staff respected your family’s cultural and spiritual needs.</td>
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<td>7</td>
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</tbody>
</table>

In the past 3 months, have you used the internet to find information about
your illness or to get support from other people with the same or similar
illness?  □ YES □ NO

In the past 3 months, have you contacted community organizations for
information about your illness or participated in a community support group
for people with the same or similar illness?  □ YES □ NO

Seth Emont, PhD, White Mountain Research Associates

www.chcf.org/~media/MEDIA%20LIBRARY%20Files/PDF/E/PD%20EvaluationTeamUpForHealth.pdf
Fort Collins Family Medicine
Group Pain Clinic

A strengths-based, empowering, patient- and family-centered approach to chronic pain management.

Integration of physical health, behavioral health, and community partnerships.

Partnered with community resources for volunteer opportunities and for learning experiences for massage students.

Collaborated with patients and families in developing the clinic.

The tree celebrating the volunteer activities of patients
Albuquerque, NM

Albuquerque, NM
Patient and Family Advisor Program

Total Number of Advisors — 39
Number of Patient and Family Councils — 5

Patient and Family Advisory Councils for:
Newborn Intensive Care Unit — 8
Cancer Care — 10
Skilled Nursing Facility — 4
Pediatric Hematology/Oncology — 5
New Santa Fe Medical Center — 6

SOURCE: Leslie Rettinger, Shea Sizemore
Presbyterian’s Role in Community Health

Improve the health of the communities we serve

Three Core Priorities:

- Healthy eating, active living, and prevention of unhealthy substance use
- Serve as a convener and help people work across boundaries in service of overarching community health priorities

Support for interventions in partnership; honoring local expertise

Partner to strengthen what exists; improve effectiveness of healthcare interventions; support economic development
Rx for Wellness: Take a Break, Take a Walk!

We've got some great walking and wheelchair rolling paths to recommend, right here at Presbyterian Hospital. These paths are all on tree-lined sidewalks that connect to our local neighborhood, the Silver District.

Walking is a great way to get exercise. Walking can help improve your mood and lower stress. Walking improves your overall health, and helps you get better sleep, lose weight, and lower the risk of:

- Diabetes
- High blood pressure
- Heart disease
- Different types of cancers, including breast and colon cancer

Ask your healthcare provider to write you a prescription for walking, wheelchair rolling, or other exercise based on your fitness level and health.

To find other walking and wheelchair routes that are safe and accessible, visit prescriptiontrails.org.

PRESBYTERIAN

Wellness Referral Center

Healthy Here

☑ Wellness Classes
☑ Healthy Eating
☑ Active Living

Wellness Referral Center
FreshRx Prescription Program

- “Prescription” for fresh fruits and vegetables

- Sold over $10,000 worth of produce!

- 42% of sales have been subsidized with WIC/SENIOR, EBT, Fresh Rx, WRC Vouchers, other vouchers.
Wellness Referral Center
Success Stories

Patient
67-year old man with diabetes

Provider
“Since I’ve started integrating this project and thinking about Community & Clinical Linkages, and as I’m seeing patients, I’m not just thinking about tweaking their medications, sending in their refills, and doing their recommended health screenings, I’m also trying to think about what resources and strengths they have that need to be utilized better. And that’s why I appreciate working with the Wellness Referral Center.”

— Dr. Jesse Barnes, First Choice Community HC
Support Alignment Networks (SANs)

Transforming Clinical Practice Initiative (TCPI)

- Designed to help ambulatory clinicians achieve large-scale health transformation.

PCPCC is partnering with the Institute for Patient- and Family-Centered Care, Planetree, and the YMCA to enhance patient and family engagement and community connections.

ACP is partnering with the Institute for Patient- and Family-Centered Care to develop or revise practice biopsy modules on patient and family engagement, collaborative medical management, and care coordination.
Vital Directions for Health and Health Care

THE VISION
A health system that performs optimally in promoting, protecting, and restoring the health of individuals and populations, and helps each person reach their full potential for health and well-being.

CORE GOALS
- Better Health & Well-being
- High-Value Health Care
- Strong Science & Technology

ACTION PRIORITIES
- Pay for value
- Empower people
- Activate communities
- Connect care

ESSENTIAL INFRASTRUCTURE NEEDS
- Measure what matters most
- Modernize skills
- Accelerate real-world evidence
- Advance science

Partnering with Patients, Families, and Communities

CALL FOR ABSTRACTS

Seeking the Best of the Best to continue to learn from your international network on integrated care.

THANK YOU