

Patients and Families as Part of the QI Team

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Transformation to Medical Homes

Institute for Health Improvement

Goals:

- Improve population health
- Reduce costs per capita
- Enhance patient experience of care
- **One strategy:** Activate patients to provide impetus for a healthier community

Quality Improvement

- Fundamental aspect of a learning organization
- Part of organization's culture
- Horizontal integration
- Requires investment of time – clinicians not scheduled to see patients
- Embraced by CEO, Medical Director and senior leadership

QI Goals

- Safety
- Efficiency
- Effectiveness – Use of evidence-based guidelines
- Reduce variability
- Eliminate waste

Two Strategies for QI

- Work flow analysis and process improvement*
- Include patient perspective as decisions are made and QI goals identified

* *Going Lean in Health care*. IHI Innovation Series white paper. Cambridge, MA: Institute for Healthcare Improvement; 2005. (Available on www.IHI.org)

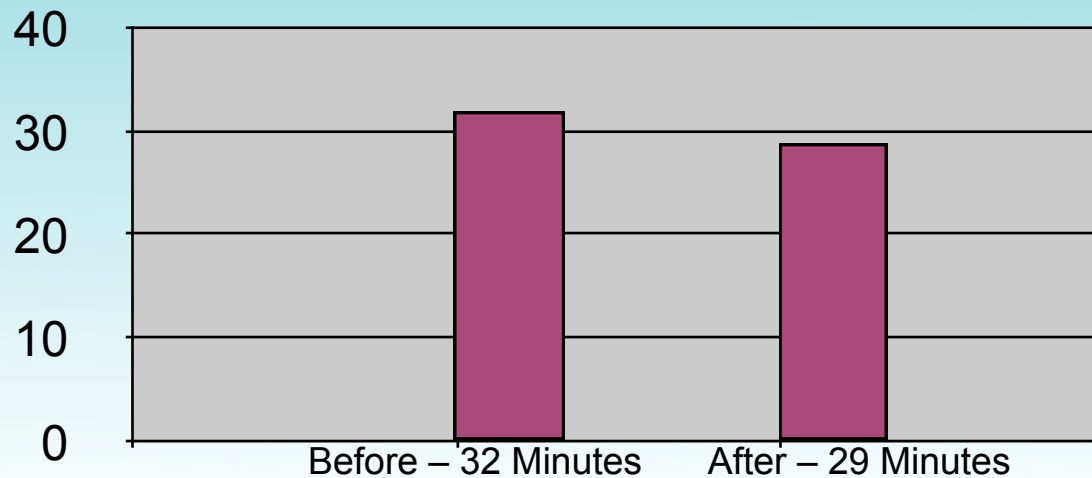
LEAN Principles

Shift Focus from Results to Process Analysis

- Organize horizontal process teams
- Develop flow charts
- Implement and evaluate
- Re-implement and evaluate
- Commit to organization's culture

Marillac Example of Process Improvement

Amount of Time Elapsed From
Check-in to Check out:



Benefits of Gathering Patient Perspective

- Transformation of population
- Passive → Informed → Activated
- Increased engagement yields better health outcomes
- Valued role in educating and motivating peers (volunteer or paid position)
 - Participate in patient groups
 - Organize and assist at community events

Benefits to Providers

- Opportunity to listen and receive feedback about patient preferences
- Help with Needs Assessment
- Identifies patient barriers
- Patient participation identifies and encourages other patients
- Improves QI process

Results

- Sense of partnership
- Alignment of patients and providers to advocate for system improvement
- Activated community
 - Identifying and filling gaps in continuum of care
 - Community ownership that promotes population health

Data from August 2006 Report*

- Satisfaction Surveys 87%
- Consumer Advisory Board 68%
- Focus Groups 36%

* *New York State Department of Health AIDS Institute's Clinical Guidelines Development Program, 2006.*

Ways to Engage Patient (Red occurring at Marillac)

1. Immediate response to patient compliments and complaints
2. Satisfaction surveys
3. Needs assessment
4. Focus groups
5. Consumer Advisory Board
6. Consumer on QI committee
7. Employment of consumers
8. Consumers on decision making body

WHY DO PATIENT SURVEYS?

- **Help identify ways of improving your practice**
- **Demonstrates to patients that you're interested in improving quality and their satisfaction.**
- **<http://www.aafp.org/fpm/990100fm/40.html>**

Examples of Patient Surveys

- <http://bphc.hrsa.gov/patientsurvey/samplesurvey.htm>
- http://www.rand.org/health/surveys_tools/pss_umga/pssumga_survey_english.pdf
- http://www.gastro.org/userassets/Documents/02_Clinical_Practice/center_quality_practice/AGAI_Patient_Satisfaction_Surveys_Office.doc

Examples of Focus Groups

(Marillac in Red)

- **Attended by Executive Director and senior leadership**
- **Patients receive a meal and grocery store cards (\$5 or \$10)**

Guiding principles for conducting a focus group:

- <http://managementhelp.org/evaluatn/focusgrp.htm>
- <http://www.extension.iastate.edu/communities/tools/assess/focus.html>

Distinguishing Characteristics of Highly Effective Client Advisory Boards*

- Recruit people living with HIV/AIDS 93%
- Respond to issues from clients receiving HIV services 93%
- Provide input in developing/refining HIV program mission 90%

**New York State Department of Health AIDS Institute's Clinical Guidelines Development Program, 2006.*

At Marillac Clinic

Improving Patient Satisfaction

Complaints:

- Referred immediately to Operations Director for resolution
- Operations Director takes event to Quality and Safety Committee

Compliments:

- Patients have opportunity to complete “Above and Beyond” award form

Above and Beyond Award Nomination Form



Bridging the Gap

date:

employees name:

department:

nominated by:

**RESPONSE TO NEED, RESPECT,
WHOLENESS, EXCELLENCE,
STEWARDSHIP.**

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ABOVE & BEYOND AWARD

NOMINATION FORM

How did the employee or team go above and beyond?

TOP COPY: Post on Bulletin board
YELLOW COPY: Box





To “Ladies at the Front Desk”

She remembers you, says hello and it really helps to see someone look up from their work and smile at you, especially when you aren't well.

They are always pleasant on the phone and in person, no matter how busy the office is.

They take their time, every time, and it's appreciated!



To Eligibility Specialist

She is one of the most efficient and courteous public servants I have ever met.

They are never fake and show true "care."



To MAP Specialists

“She is upbeat and very positive. She never makes you feel like you make her job hard. I’ve never heard her not be polite and just sweet.”

“I came in angry about a medication confusion but she remained very professional and resolved my problem promptly.”



To Family Nurse Practitioner

Despite working two days a week, she always returns calls, follows up with you and communicates with other people that you are seeing, like Mental Health.

She listens to you and doesn't talk down to you or come across aloof like a lot of doctors do.

She's great!



To Mental Health Provider

She always listens, makes time and despite being busy, always makes you feel like you are the reason she came to work today.

Her personality is always upbeat but very real.



To Physician Assistant

My husband is 45 and has only been to two doctor appointments in his life. The doctor was there both times and has helped him through sickness and literally saved his life.



Marillac Clinic

Bridging the healthcare gap

