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Patient & Family Engagement Action Group

Assessing Your Patient Engagement Tools: Are they really activating patients to change?

May 12, 2015

Facilitator(s):

Laurie Paul and Jackie Crain

TransforMED

Moderator:

Rose Langdon

TMF Health Quality Institute

Peer Faculty

- Dee Dee Nuss, Coal Creek Family Medicine (CO)
- Christa Lawrence and Jessica Roldan, UAMS Southwest (AR)

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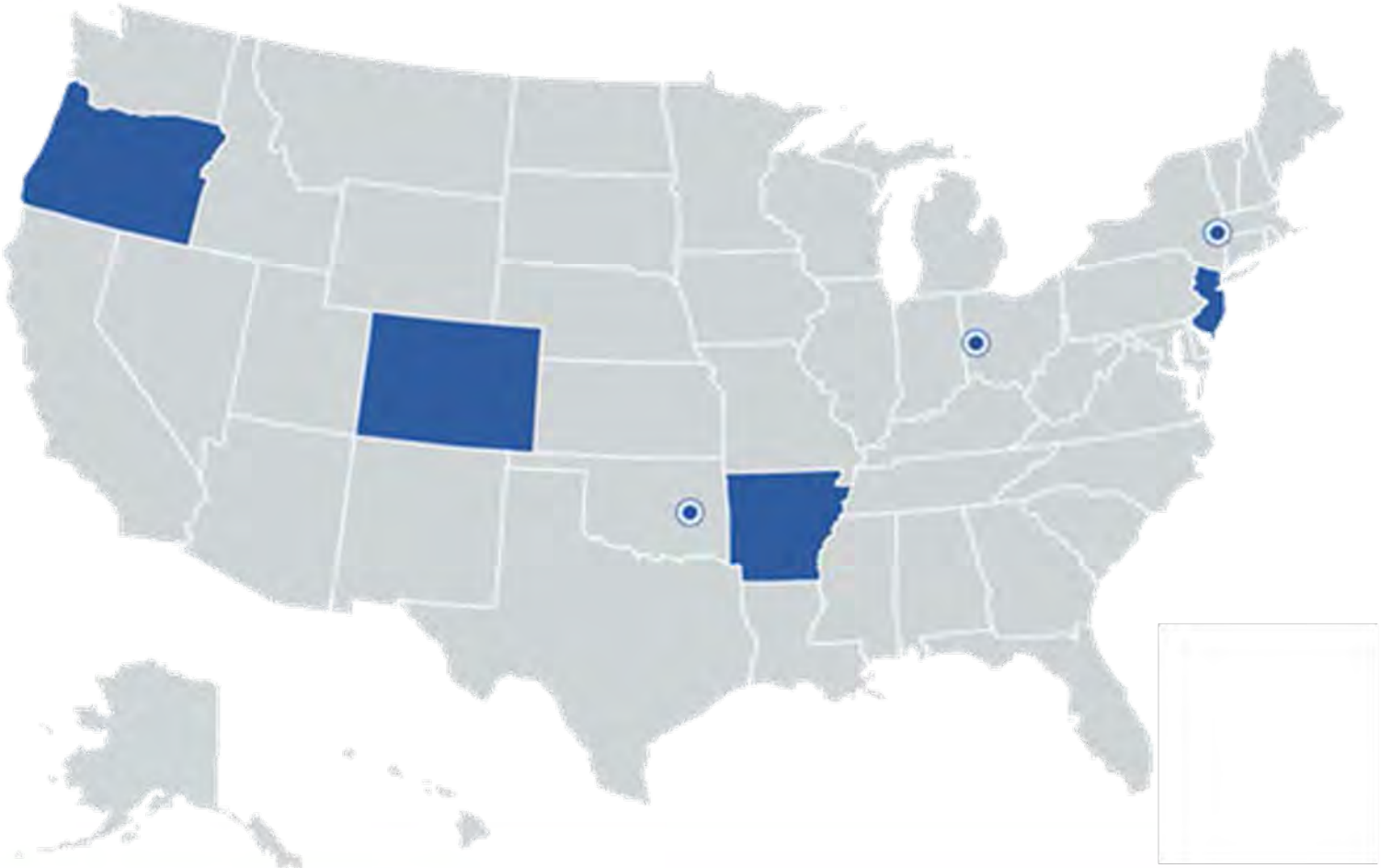

Source: Centers for Medicare & Medicaid Services

Live Session Pointers

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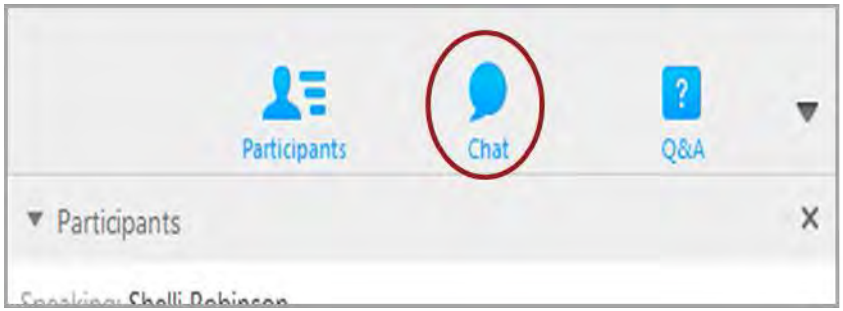
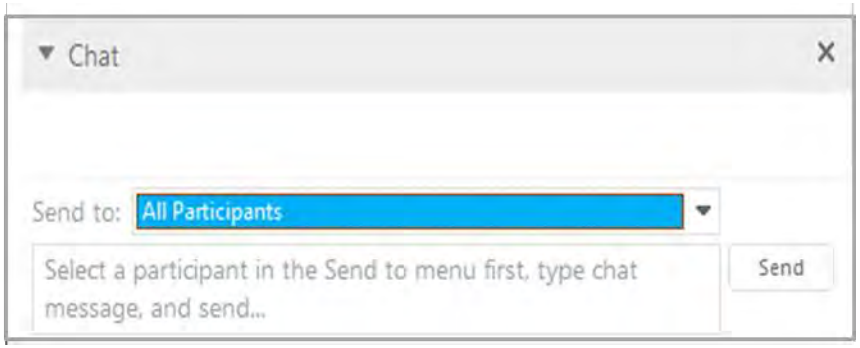
- This is YOUR Action Group!
- Will be interactive, using chat, polls, hand-raosing and the forum
- More activity means more learning!
- ***<u>Chat now:</u>*** ***What questions do you have about using your PFAC to assess/review your patient engagement tools?***





REMINDER: After the session…

To continue our learning, do the following and share your experiences on the forum and in the library:

- Share with us stories, tools, workflows, questions etc related to patient engagement and using tools that are tailored to your population.
- Tell us what you would like to discuss during our next group call

3 Ways to Experience the Collective Intelligence

USE YOUR TELEPHONE	CHAT	LISTEN
Share your sticky spots	Share your sticky spots	Catalyze insight from others
Ask questions that provoke new thinking	Ask questions that provoke new thinking	Prioritize action steps that you might take on Monday
Share your experience to reduce ambiguity for others	Share your experience to reduce ambiguity for others	
	Network with peer practices in other CPC markets	

Overview

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- Last Session Highlights:
  - Discussed how practices are communicating their transformation efforts as a result of patient experience data from surveys and your PFAC to your patient population
  - Discussed recruitment of new members
  - Suggestions for more tools on structure, agendas, and recruitment

- Current Forum Activity:
  - Lively conversation about 1st 2015 QTR PFAC meetings; recruitment of new PFAC members; and modalities for communicating with PFAC members, topics of focus for upcoming PFAC meetings

What's Happening on the Forum?

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Thread Topic:
How hands on are your PFAC Members?

abennett@cowher...
Wed, 2015-01-21 11:49
reply

PFAC

I would like to know how hands on PFAC members are at other clinics, by that I mean, do patients contact them for concerns, suggestions, etc.? If so, how do they feel about that? Do they mind patients having their phone numbers, email addresses? Just trying to gauge how much interaction is going on between PFAC members and other patients.

tbrazier@batesv...
Wed, 2015-01-21 13:08
reply

RE: PFAC

We did not provide emails for our PFAC members. Our providers were not comfortable with this. Our patients do not contact our advisory members. We utilize them as our advisors, not our other patients advisors.

rwallis@transfo...
Fri, 2015-01-23 14:07
edit reply

RE: PFAC

Thanks for the feedback, Tammy. I understand where your providers are coming from. Do you all take suggestions from patients in other ways?

tbrazier@batesv...
Mon, 2015-02-09 15:34
reply

We certainly do. We have in

We certainly do. We have in-house survey cards that our patients fill out to provide feedback. We also provide a feedback option on our website. Our administrator also does random visits in the patient's rooms to check-in on their evaluation of their care process.

bdavies@ozarkme...
Wed, 2015-01-21 13:02
reply

Our advisors like hearing

Our advisors like hearing from us outside of normal business meetings. They encourage us to contact them by phone or e-mail and are very eager to help out! I have noticed the more we communicate with them, giving them a chance to get to know us on a more intimate level, the more feedback we get from them.

What's Happening on the Forum? (continued)

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Thread Topic:
How do you communicate your transformative work?

abarnes@pmcmac.com
Wed, 2015-01-21 14:27
reply

Communication of PFAC projects to staff and patient population

We communicate our pfac achievements via monitors in the lobby and in the back office. I will upload some screen shots to the library.

rwallis@transfo...
Fri, 2015-01-23 14:10
edit reply

RE: Communication of PFAC projects to staff and patient populati

Thanks for the feedback, Angie! I think this is a great idea. Do patients ever inquire about the changes/announcements displayed on the monitors?

bdavies@ozarkme...
Wed, 2015-01-21 14:44
reply

PFAC Communication

We use bulletin boards in the lobby and signs in each exam room to let our patient population know what we are doing. Facebook is very popular in our small rural community so we post updates there as well. We do not publish or verbally supply our patient advisor contact information though. I like the PFAC achievements via monitors and will look at those screen shots. Thanks for sharing, Angie!

What's Happening on the Forum? (cont'd)

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Thread Topic:
First Quarter PFAC results..

cbrewerRRMSM@wo...
Thu, 2015-03-26 15:33

reply

1st Quarter 2015 PFAC results

At our recent PFAC meeting, 03/06/15, we brought in all new members for the year. A portion of our time was spent explaining the purpose (mission and vision) for our PFAC meetings. After this initial time of orientation, we did discuss our office surveys. We asked the members to take home a copy of our survey, look it over and bring back to the table ideas on how we can refine the survey to condense the questions. We also explained the patient portal system, how it was beneficial to them, and asked that they please sign up. The last thing discussed was something that a member brought to our attention. The member had recently been in the office and was given an order for some testing. Upon arrival to the Imaging Center, it was apparent to her that the opening time on our paperwork was incorrect. This information was given to a representative of our clinical staff, who was attending the meeting, and she was given instructions to contact the Imaging Center and get the correct information. To resolve this issue, our orders have now been corrected by hand until the Imaging Center can have new forms printed.
Thanks again for letting us share our progress in this area.
See you all soon
Tina W and Cindy B

What is your role in the practice?

- Physician
- Nurse
- IT Specialist
- PA-C or ANP
- Care Mgr/ Coord
- Practice Manager
- Quality Specialist
- Pharmacist
- Other

Let's get started…

- Today's Topic:
  - Assessing Your Patient Engagement Tools: Are they really activating patients to change?

- Are their other topics you would like to discuss today?
  - Please use the chat function to share

Audience Response

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Do you regularly ask your PFAC to review patient activation/engagement tools such as – patient portal, care plans, educational tools, shared decision aids, chronic disease action plans, etc.?

Yes

No

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Dee Dee Nuss, PFAC Lead

QI/CPC member from the Billing Department

Coal Creek Family Medicine

Louisville, Colorado

deedeeccfm@comcast.net

Coal Creek Family Medicine

- 4 MDs
- 2 Pas
- Strictly Family Practice
- 1 RN Care Manager
- 1 MA that works with CM
- 6 MA's that work with clinicians
- NextGen

Coal Creek PFAC

- Started meeting in May, 2014
- Met May, June and July in 2014 and quarterly since then
- 9 patients on PFAC plus staff

Process used at Coal Creek

- QI/CPC committee decided to change SDM tools this year
- NextGen has tools for SDM that they were able to select from
- QI/CPC committee selected new SDM Tools
- QI committee recommended taking tools to PFAC for vetting

Vetting of new SDMs in PFAC meeting

- April, 2015 meeting took 2 of 3 new SDM tools packets for PFAC to review
  - Mammograms for women age 40-50, and
  - Osteoporosis treatment options)
- PFAC reviewed and accepted SDM tools
- After meeting discussion w/member

Other Patient Education Materials

- American CA Society patient education materials
  - brought to the PFAC by one of the PFAC patients to see if the clinic wanted to use them
- End of Life care materials brought by staff
  - PFAC reviewed and approved the resources

Q&A plus Harvesting of Learning

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Christa Lawrence, MT(ASCP)
Quality Improvement Coordinator
CKLawrence@uams.edu

Jessica Roldan, MSBA, MLS(ASCP)CM
Practice Manager
Jroldan@uams.edu

UAMS Southwest

Texarkana, Arkansas

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UAMS Area Health Education Center-SW

UAMS
SOUTHWEST
UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES

- Texarkana, AR
- System associated Family Medicine Residency Program/Practice
- 7 Providers, Residents, Pharmacist Care Coordinators, LPNs, Social Worker, RN Care Manager, Health Coach, Diabetes Educator, Respiratory Therapist
- 8,679 empanelled
- GE Centricity

PFAC

- PFAC composition/Patients & Clinic Support Staff Dynamic
  - 1 Quality Improvement Coordinator
  - 1 IT System Analyst
  - 1 Respiratory Therapist
  - 1 Librarian
  - 7 Patients
  - 2 Family Caregiver

Areas of focus

- Self-Management Support
- Shared Decision Making
- Patient Portal

Decision Making Tools for After Hours Care

- Presented PFAC members with Reasons to go to ED versus PCP cards.
- PFAC like the information on the cards and thought they should be given to new patients.

REASONS TO WAIT AND SEE YOUR FAMILY PRACTICE DOCTOR

CALL 870-779-6000 BETWEEN 8 AM AND 4 PM TO SCHEDULE AN APPOINTMENT. WE HAVE MANY SAME -DAY APPOINTMENTS AVAILABLE

- Health screenings and check-ups
- Following-up for long-term illness or chronic disease
- Fever under 104° without convulsion
- Cough or Cold
- Lingering Pain
- Minor illness or injury
- Vomiting or diarrhea
- Flu
- Sore throat
- Muscle sprains or strains
- Eye infection
- Earaches and infections
- Prescription refills

THIS INFORMATION IS FOR EDUCATIONAL PURPOSES ONLY. YOU ARE RESPONSIBLE FOR MAKING THE DECISION WHETHER TO SEEK EMERGENCY TREATMENT OR NOT.

REASONS TO GO TO THE EMERGENCY ROOM

FOR LIFE-THREATENING EVENTS CALL 911

- Severe or sudden difficulty in breathing
- Serious head, neck, or back injury
- A severely broken bone
- Severe bleeding
- Chest pain or pressure
- Convulsions or seizures
- Loss of consciousness
- Poisoning or bitten by a possibly poisonous snake or spider
- Major burns
- Possible concussion
- Signs of symptoms of stroke
  - Sudden one-sided weakness
  - One side of face drooping or one side of body numb
  - Sudden difficulty speaking
  - Sudden confusion or trouble understanding
  - Sudden trouble with vision
  - Sudden trouble walking, loss of balance or coordination

Feedback from PFAC in developing our Clinical Health Coaching Pilot Program

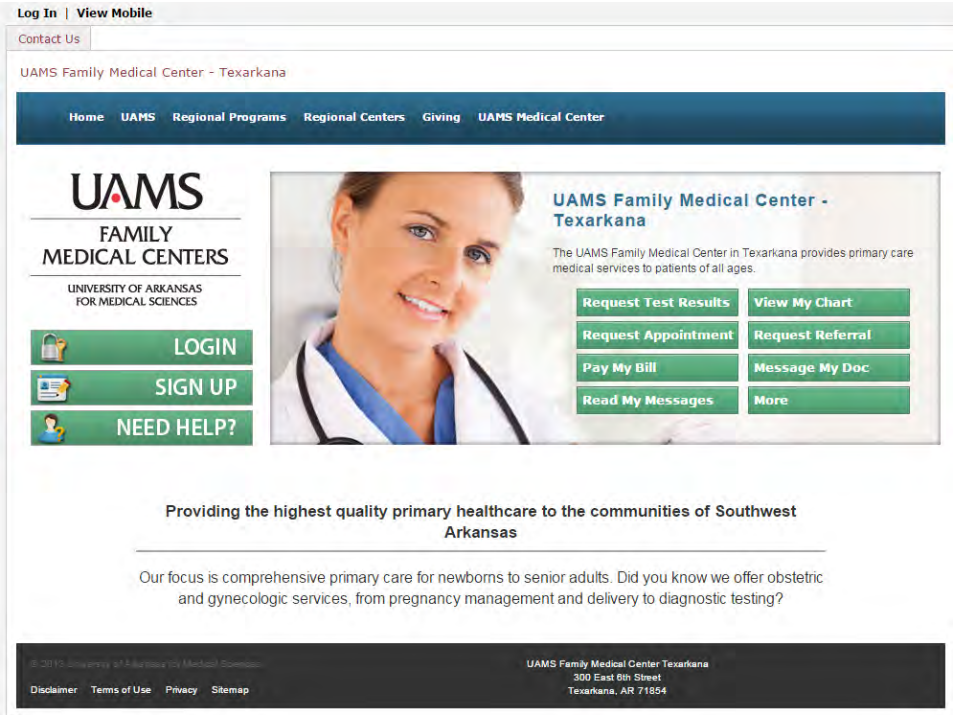
- PFAC presented with information about a Pilot Program for delivery method suggestions
- PFAC provided feedback on preferences of contact: Phone Coaching vs. In-Office Coaching

Shared Decision Making Tool Review

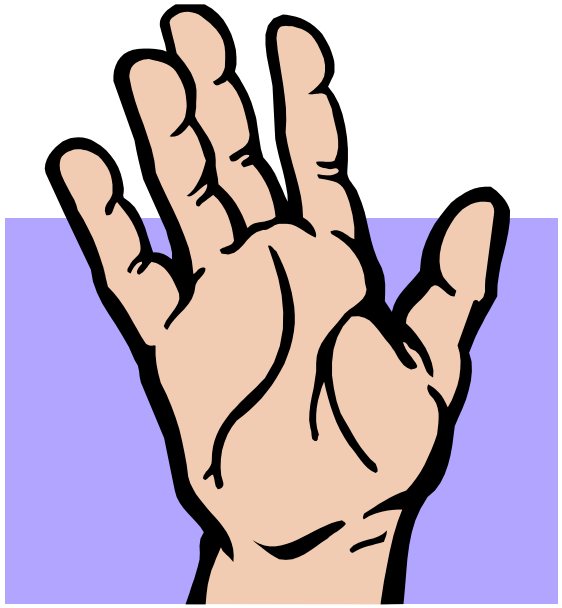
- Present PFAC with 3 SDM tools to review
  - Colonoscopy
  - Lung Cancer Screening
  - Statin Utilization
- PFAC provided feedback on design, health literacy, content, and process of distribution.

Patient Portal Experience

- IT System Analyst presented to the PFAC about Patient Portal usage
- PFAC gave feedback on ease of use, design, signing up process, and user-friendliness.



Share your practice's methods…
Ask your questions about CDTM



Please enter your responses/questions into the Chat Box or "Raise Your Hand" to answer verbally

Whiteboard Discussion

- 5 P's of Assessing Your Tools
  - Purpose: Why is it important to make sure your tools are engaging to your population?
  - Patients: How can patients benefit?
  - Professionals: Who should be involved in the review of tools?
  - Processes: What does the review process look like?
  - Patterns: What patterns should you look for when assessing your tools?
- Other Topics

Audience Response

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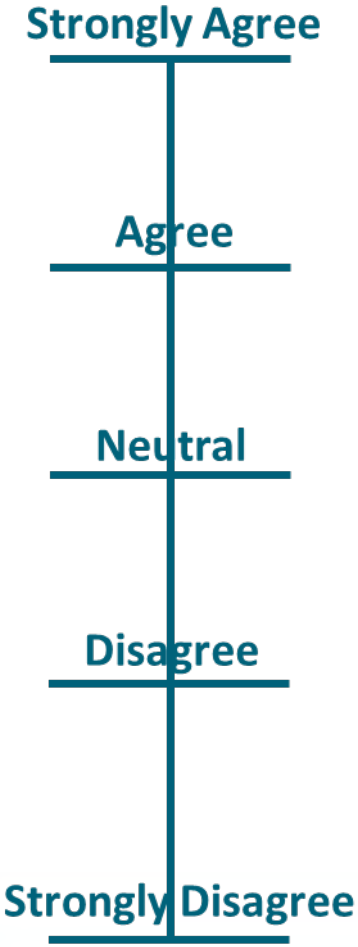
I am able to apply ideas learned today to my practice.



Summary

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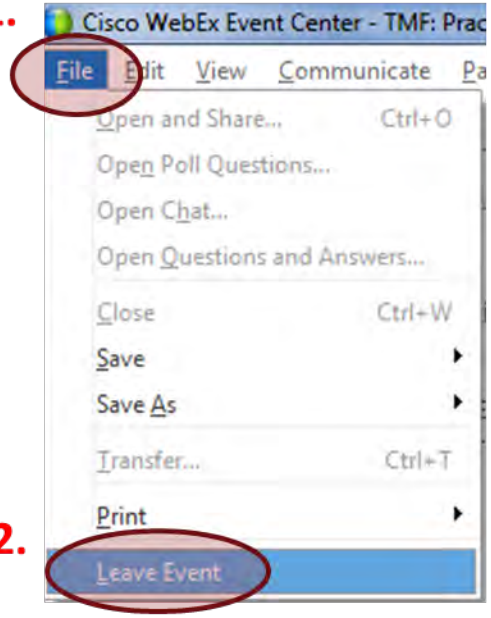
NEW: All attendees, including faculty, MUST complete a survey. You may add multiple participants on one form if you participated as a group.

1.



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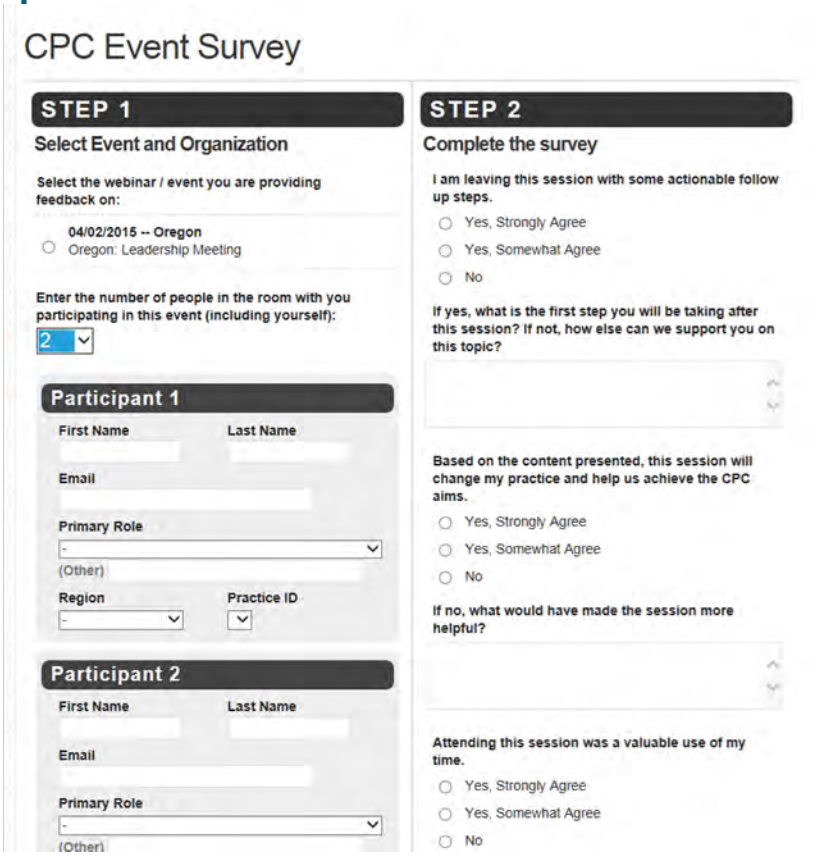
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