



2015 PATIENT AND FAMILY PARTNERSHIP PROGRAM ANNUAL REPORT

Nothing about me without me.

LETTER OF ACKNOWLEDGEMENT FROM PENNY WHEELER, MD

Over the past year we have made incredible strides in growing our culture of patient and family-centered care at Allina Health. The commitment of our staff, physicians and patient and family advisors have enabled us to continue to put the needs of our patients, families and communities first in everything we do.

We have partnered with our patient and family advisors on many key initiatives to ensure we are evolving quality care that truly meets our patients' and families' needs – just a small sample of highlights include designing an anxiety mapping process for care teams to minimize patient anxiety, providing policy guidance as part of the Clinical Practice Council, advising on strategy for care coordination and navigation, participating in facility redesign work groups, presenting at national conferences, guiding development of our health care directive, hospital after visit summary and breast cancer survivorship guide.

By continuing to work with our patient and family advisors, we can transform and enhance the care our patients receive and create an even better patient experience for the future.

I am honored this organization has such an engaged group of patient and family advisors who have so generously given their time and expertise. On behalf of Allina Health, I would like to thank each patient and family advisor for their invaluable contributions. Together, we will continue to make great strides in improving the care and experience for all who entrust us with their care.

Regards,

Penny Wheeler, MD
President and Chief Executive Officer





480

Total advisor
hours logged

93



Number of
advisors



National patient
experience conference
presentations



Video
project

1

Venues where insights are shared:

- Executive Leadership Team meetings
- Senior Leadership Team meetings
- Patient Care Manager meetings
- Clinical Service Line leader meetings
- Department staff meetings



There were numerous accomplishments by the Patient and Family Partnership Program in 2015. While the following pages describe some of those accomplishments/contributions, this list is not exhaustive.



E-advisor insights

- Health Care Directive (online & hard copy)
- Definition of Patient Experience
- Mammography Screening Guidelines Policy

The Patient Experience was defined by advisors as:

The patient's *perception* of every **interaction** with **EACH PERSON** and *place* encountered during care.



Advisors on committees

Participation on systemwide councils such as:

- Clinical Practice Council
- Quality Council
- Breast Program Committee
- Hospital Patient Experience Committee





Focus groups

- Breast Program
- Mother Baby–Cambridge Medical Center
- Allina Health Isanti Clinic



Advisors on projects

- Abbott Northwestern Hospital's PB2000 Facility Redesign Project
- Breast Cancer Survivorship Guide
- Development of a Pain Management & Comfort Enhancement resource tool for care teams



"I recently watched the videotaped presentation of three advisors at the Patient Care Manager quarterly meeting. This was very powerful and we are planning to use excerpts of that video in several other forums."
– Nurse leader



Panel discussions

- Anxiety in Health Care – patient panel for a systemwide Patient Care Manager meeting
- Emergency Department patient panel

Advisory council meetings



RESPONSIVENESS

- Defined responsiveness from the perspective of a patient/care circle
- Insights guided hospital responsiveness initiatives

"Before hearing this I thought responsiveness was all about answering call lights. I now understand what they truly value."

– Staff nurse



TRANSITIONS

- Transition conferences
- Nurse bedside shift handover
- Discharge appointments and follow-up phone calls
- Post-hospital follow-up appointments
- Interdisciplinary discharge planning tool
- After Visit Summary (discharge paperwork)
- Created the term 'Care Circle'

"In my work in care management and coordination, I have quickly adopted this term "care circle" when talking about the care of complex patients. The audience resonates immediately with this concept when I am speaking with folks all across the care continuum."

– Allina Health Operations Lead

Care circle:
family member
or friend

ANXIETY

- Created anxiety mapping to guide care team to look at the experience through the eyes of their patients and care circle members
- Hosted nationally recognized speaker
- Patient panel discussion

Step 1: Process	Step 2: Anxiety Points	Step 3: Potential Solutions
Identify the steps in a patient's pathway from beginning to end, from the perspective of the patient/family member.	Identify the fears, questions, or anxieties at each step along this pathway.	Identify what behaviors or words could help alleviate some of the fears, questions or anxieties at each anxiety point.



ENVIRONMENT

- Ongoing requests for patient/family advisor involvement in facility design
- Development of guiding principles for facility design

"Our patient/family members were critical in our design process for the new ICU. They brought a perspective & discussion to the group that resulted in many key design elements we plan on including in the final design. The whole team was very appreciative of their presence, input and support in the process."

– Allina Health Performance Improvement Advisor

OUR COMMITMENT TO CARE TRAINING



Advisors selected two employee training modules based on what they consider to be most important:

1. Communication: The power of language

- “Communication has both senders and receivers.”
- “Relationship building is key. If you can build a relationship, people can heal. You can then do the medical interventions.”



2. Anticipate: The power of listening

- “The power of listening is so powerful. It is in all of these modules.”



These training modules are being piloted at Owatonna Hospital and Cambridge Medical Center in 2016.



ADDED FIVE QUESTIONS TO INPATIENT PATIENT EXPERIENCE SURVEY

Advisors were asked to select and prioritize five questions to add to the inpatient patient experience survey. New questions include:



1. Staff worked together to care for you
2. Staff addressed emotional needs
3. Staff included me in decisions about my treatment
4. Staff attitude towards visitors
5. Explanations happened during tests and treatment

REVIEW OF 2016 CARE/EXPERIENCE INITIATIVES

Themes from discussion:

- Connection
- Context
- Language
- Transparency
- Partnership



"We were delighted with the insights from the patient and families on our scorecard. It helped inform and drive changes that will make the scorecard better resonate with employees and patients."

– Quality and Safety Leader



VALUED PARTNERSHIPS

- Parking signs
- Badges

"When we speak to a group at Allina Health, it is clear people are paying attention to what we say. People are taking notes, asking questions and listening."

– Patient & Family Advisor

...FROM LEADERS AND STAFF

"The patients' feedback is extremely valuable. I cherish the opportunity to incorporate the patient voice into larger-scale projects or projects that need patients' perspectives. We are fortunate to have such highly engaged patients and a Patient Experience department that works diligently to make sure the patients' voices are heard."

"I appreciate the commitment from our patients – giving of their time, voice and heart. Hearing first-hand what they experienced, what is important to them and what would be helpful is very valuable."

"Since the Patient and Family Advisor joined the Allina Health Quality Council, the culture and the environment of the room has changed. It's given the council permission to bring their whole selves – especially empathy – to the decision-making process. When we are able to make decisions using data, knowledge, ethics, values and empathy – it's a recipe for success. With the Advisor's contributions and perspectives, the dialogue is richer, more authentic and more meaningful. We seem able to go deeper together, yet still move forward in the decision-making process effectively and efficiently."

...FROM ADVISORS

"I consider it a great privilege to represent those that are cared for in our clinics and hospital facilities and have felt very much heard as a patient care advisor. Sharing our thoughts and experiences give advisors the unique opportunity to contribute to making good care, great care. Most of all, I have learned from my fellow advisors that it is often the small things that clinicians do that provide the biggest impact like really listening and asking what is important to patients and their families."

"For me, being an Allina Health Patient and Family advisor allows me to affect change for patients and caregivers while honoring my family's personal health journey."

"I was more involved this year than I have been in years past, which was both fun and exciting. As a patient and family member, I appreciate Penny's commitment to improving the Patient Experience...really it's the reason why everyone at Allina Health comes to work every day. When you break it down, without patients none of us has a job...so patients who like and want to spread the good word about Allina Health's care is what we are all after. Focusing on asking patients and families what they need and want to improve their experience (within reason), then executing those changes...like Allina Health is attempting to do, well that's huge."



For more information, or if you or someone you know would like to get involved with the Patient and Family Partnership Program, visit allinahealth.org/myvoice



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