Policy: LHS Patient Advisory Groups

# Definition:

Lakewood Health System values the feedback, opinions and ideas of patients, family members, staff and those in the communities we serve. LHS has three patient advisory groups from whom this vital feedback can be obtained. Each group is unique in purpose, participants and procedure, providing a unique variety of feedback to improve the patient experience and maintain service excellence.

# Health Care Home

**Purpose:** The purpose of the Health Care Home patient advisory group is to elicit feedback on all aspects of the patient experience from patients who utilize numerous LHS services due to chronic health conditions.

**Participants:** Patients who are utilizing the services of LHS Medical Home, or other specialty services.

**Procedure:** Feedback is obtained thru live discussion and verbal feedback at regularly scheduled meetings. The topics brought forth are identified by the Experience Council, as a follow-up to topics identified by another patient advisory group or the individuals within the Health Care Home group.

# VOICE: Valuable Opinions Innovating Customer Experience

**Purpose:** The purpose of the VOICE patient advisory group is to elicit anonymous feedback on selected aspects of the patient experience from individuals of varying ages, backgrounds and other demographics.

**Participants:** Any patient, family member, staff or member of the communities we serve. The goal is to maintain membership at a minimum of 100 people.

**Procedure:** Feedback is obtained thru electronic surveys that are completed no more often that twice/month. The topics brought forth are identified by the Experience Council, department managers or team leads. The results of each survey will be e-mailed back to all participants, as will a 6-month update of how the feedback was utilized to improve the experience at LHS. If additional questions arise from the survey results, a Flash Mob Invitational will be consider to elicit additional feedback.

# Flash Mob Invitational

**Purpose:** The purpose of the Flash Mob Invitational patient advisory group is to elicit feedback on a specific aspect of the patient experience from a group of select individuals who have experience in that area.

**Participants:** People identified by the Experience Council - or the manager requesting feedback -as having experience within the area or department requesting feedback.

**Procedure:** Any manager at LHS can request a Flash Mob Invitational. Requests are submitted to the Experience Council with the purpose, questions, and participant list. The Experience Council will identify which Invitational’s are held each month. The LHS Experience Director or a patient/family member from the Experience Council will facilitate the Invitational. Participants will be sent a summary of any and all process improvements that are made as a result of the Invitational.