



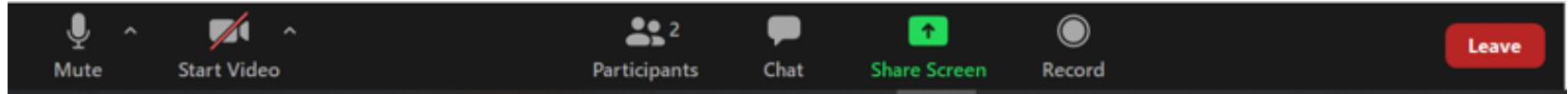


Health Quality Innovation Network

HQIC Office Hours

April 13, 2023

Logistics – Zoom Meeting



To ask questions, click on the **Chat** icon. At the end of the presentation, you will also be able to unmute to ask a question verbally.

You may adjust your audio by clicking the caret next to the **Mute** icon.

Resources from today's session will be shared after the call.

Health Quality Innovation Network

Today's Presenter



Nachi D. Mason, MSHA



Integrating the Patient Voice in Decision- Making

Learning objectives

1 Understand the importance and value of patient perspective in decision-making.

2 Identify barriers and strategies to incorporate patient perspectives.

3 Learn the different methods of collecting and analyzing patient feedback.

What is Patient Voice?



Involving Patient's in
Decision Making



Patient Satisfaction



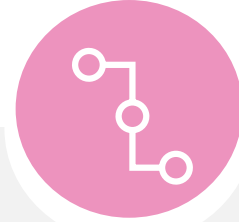
First Person Stories



Why is it important?



Industry becoming increasingly more patient-centric



Growing roles of patient as consumer



Organizations need the patient voice to inform improvements


Benefits to incorporating the Patient Voice



Enhanced
Quality of
Care



Improved Health
Outcomes



Increased
Patient
Satisfaction



Informed Policy
Decisions

Patient Story



Dorothy W.



Mother with Diabetes.



Fainting spells for four months.



Had an episode during granddaughter's graduation and presented to the ER.



Team was informed not to routinely give insulin and should be tested prior to administering insulin.



Outcome: Insulin Overdose

Patient Story



Peggy N.



Husband had severe herpes zoster (Shingles) and was admitted to a community hospital for acute care.



Three doctors including his primary care evaluated her husband.



Discussed options with Peggy and her husband about being transferred for advanced treatment.



Outcome: Eyesight and possibly life saved.

Barriers to incorporating Patient Voice



Lack of Training



Time Constraints



Limited Resources



Finding Representatives

Poll Question

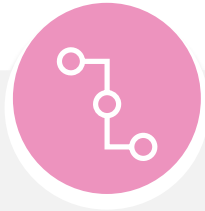
What is your biggest barrier to incorporating the patient voice in decision-making?

- Training
- Time constraints
- Limited Resources
- Difficulty finding representation of patient populations
- Other (enter in chat)

Strategies to overcome these barriers



Education and
training on
patient-centered
care



Patient advisory
councils or
focus groups



Technology to
gather patient
feedback

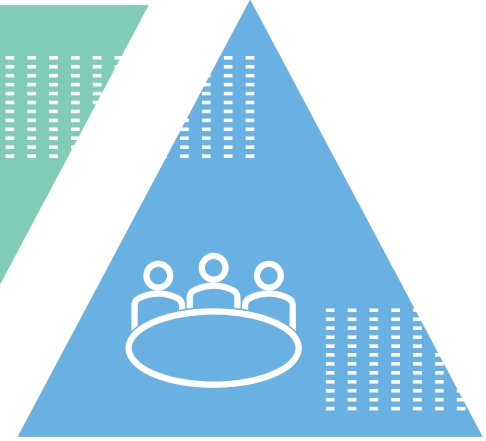
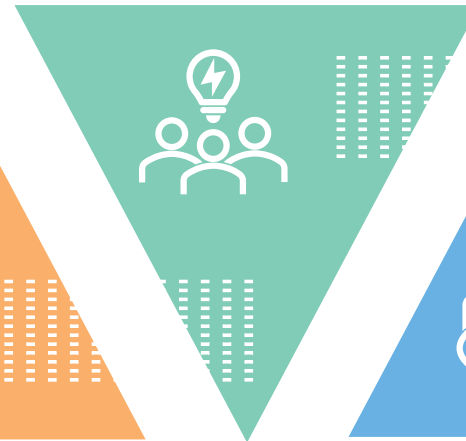
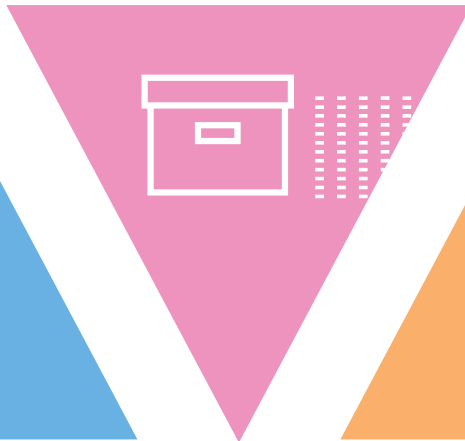
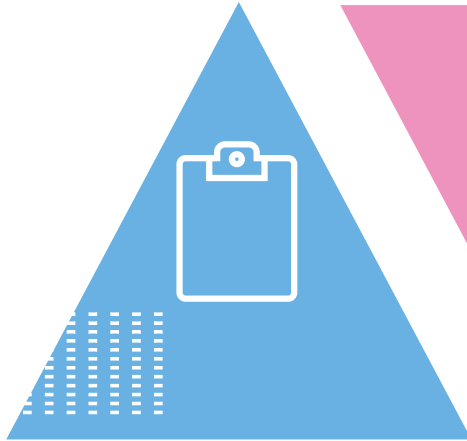


Community
Partnership

Collecting and Analyzing Feedback for Decision Making

Suggestion Box

Focus Groups



Surveys

**Patient
Complaint Form**

**Patient Advisory
Council**

Poll Question

What methods do you use to gather patient and family feedback to analyze?

- Surveys
- Suggestion Box
- Patient Complaint Forms
- Focus Groups
- Patient and Family Advisory Council
- Other (enter in chat)





Poll Question

What opportunities do you share patient stories?

- Quality Meetings
- Board Meetings
- Staff Meetings
- PFAC meetings
- We currently are not sharing patient stories
- Other (enter in chat)



Resources

-  [HQIN's Simple Strategy Series on Establishing a Patient and Family Advisory Council](#)
-  [CHA PFAC Toolkit](#)
-  [AHRQ's Working with Patients and Families as Advisors](#)
-  [Step by Step Guide to Focus Groups](#)

Upcoming Events

May Office Hours **Developing a Strong Hand Hygiene Culture**

May 11th
12:00 PM EST

Health Equity Workgroup

Health Equity Now!

Designing, Implementing and Maintaining Your Health Equity Program

Next Session: April 18th

Understanding the Screening for
Social Drivers CMS Measure

12:00 PM EST

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