Patients as Partners in Primary Care Improvement

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Family Health Center
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Site Profile
- **Practice type:** Urban, county, academic site
- **Practice size:** Large
  - 12,000 patients
- **Patient demographics:**
  - 58% Medicaid
  - 15% Medicare
  - 14% Public insurance
  - 12% Uninsured

What did we do?
- Created patient advisory councils (PAC), both in English and Spanish
- Integration of the PAC with the quality improvement leadership team within the clinic

What was the result?
- PAC is actively involved in clinic projects such as:
  - writing outreach letters to improve mammogram screening rates,
  - performing skits during provider meetings to improve RN BP visit show rates,
  - providing input on resident QI projects.
PAC Collaborative – DPH-wide
Registration Wait Time Fishbone Diagram

- Doctors run late!
- Need for team-based care

Team

- Few clerks, staffing short,
delay updating information
- Phone numbers incorrect

Space

- Line down the hall
- In process

Patient

- Low literacy
- In wrong line
- Don’t have card
- Coming early/late
- Late patient comes in first

Policy/Procedure

- 15 min late policy (D)
- Waiting list
- "First come, first serve"

Solution Ideas

- Appointment letter
- Line navigator
- Early start
- "Our lines are busy" info

- Pre-registration
Resident QI Project Coaching/Día de los Muertos Activity
Clinical outcomes

• Colorado based quality improvement initiatives of “boot camp translation” – community advisors helped translate health messages
  • Blood pressure
  • Asthma
  • PCMH messaging
  • Colorectal cancer screening
Why does this work?

• Published evidence for: improved priorities, public health projects, improved physical space

• Illuminates ”blind spots”

• “If you don’t ask us, you won’t know what is in a patient’s mind”.
Maribel Gonzalez

• Why I joined the Patient Advisory Council
• Describe a typical Patient Advisory Council meeting
• Benefits to PAC members
• Benefits to the clinic
Pap smear educational flyer

PARA MUJERES Y PARA HOMBRES TRANS CON CERVIX

TIENES ENTRE 21-64 AÑOS?

Recomendamos hacer la PRUEBA DEL PAPANICOLAOU (CHEQUEO DE CANCER CERVICAL) cada tres años

¡Toma menos de 15 minutos!

Habla con alguien de tu equipo medico al que perteneces para más información

¡ES MEJOR PREVENIR QUE LAMENTAR, HAZTE LA PRUEBA!

Creado por el Consejo Asesor de Pacientes del Centro de Salud Familiar (CAP). El CAP es un grupo de pacientes que se reúnen una vez al mes para aconsejar y guiar la clínica hacia el cuidado centrado en el paciente y mejorar la experiencia y salud de nuestros pacientes.
Next steps

• Ideas for improvement for our PAC
  • Time management
  • Facilitating/staying on topic
  • Better publicity/advertising

• Ideas for improvement for our clinic
  • Improving wait times and registration
  • ”Back burner” projects: curtains, blinds
Role of communication
Next steps to get started…

• Target a specific challenge in QI or patient experience

• Focus on specific population experiencing disparities

• Start small: one-day event, or inviting one patient partner to your leadership team
Resources

• Tookits, videos, and more at
  • https://cepc.ucsf.edu/patients-transformation-partners

• Institute for Patient and Family-Centered Care
  • http://www.ipfcc.org/

• Agency for Healthcare Research and Quality