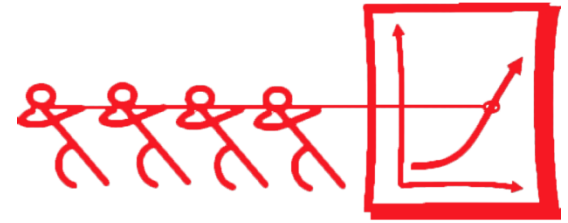


Creation of a Patient and Family Engagement Council

Overview

Your Council Objectives



1. Provide a forum for improved information sharing between patients, providers & staff
2. Prioritize patient concerns & develop an action plan in support of the top three to five items
3. Improve patient satisfaction scores by 5% to 10% over a two year period
4. Increase patient knowledge of practice and Medical Home resources

PFEC Project Team

This team will be available to provide assistance and direction before, during and after your PFEC sessions.

Project Lead

Project Manager

Physician Champion

Analyst/Facilitator

Project Coordinator

Implementation Process

- Form your practice council
- Select your patient members
- Choose meeting dates/times & block schedules
- Send invitations three weeks in advance of each meeting
- Follow-up invitations with personal phone calls one week in advance of each meeting
- Attend meetings

Your Practice Council Team

Members will attend and take an active role in quarterly PFEC meetings.

Practice Manager

Provider

Patient & Family Members (8-12 or more)

Practice Supervisor

Clinical Supervisor

Ad-hoc Practice Members as Needed

Your Patient Members

- Chosen jointly by Practice Manager & Provider with input from Nurse Navigator
- Member of a specific clinical population if one is selected for your council
- Available for meetings at the agreed upon time
- Willing to provide open and honest feedback in a group environment



Your Council Meetings

Session #1 - Introductions & Ground Rules

Begin to explore concerns around Patient/Practice interaction and/or specific chronic conditions as time allows



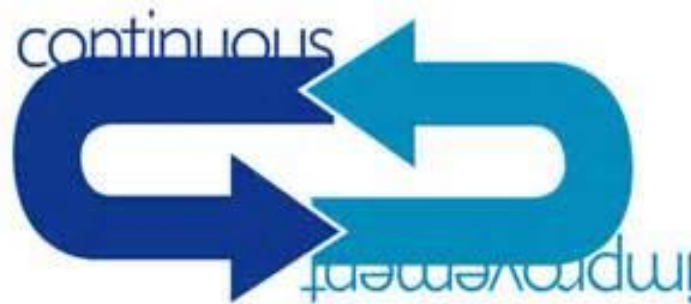
Session #2 - Explore & Discuss

Continue the discussion – Work to improve the Patient Experience and/or chronic condition

Council Meetings – cont.

Session #3 - Devise Strategies for Improvement

Work towards shared success



Session #4 - Evaluation & Next Steps

Share & discuss results of actions taken. What is now needed to promote continuous quality improvement?

Our Vision for the Future of PFEC

Advance patient centeredness in the Medical Homes of Bon Secours Medical Group by promoting a forum where the voice of the patient can be heard and can impact the provision of care

Questions ??

Patti Lipes, PMP

Sr. Clinical Operations Project Administrator,
Bon Secours Medical Group

Patti_Lipes@bshsi.org