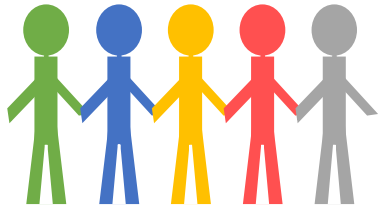


# **Support & Alignment Network for Patient, Caregiver & Community Engagement**

**Transforming Clinical Practices Initiative (TCPI)**



The PCPCC SAN will provide technical assistance to participating practices and networks across the US in order to promote deeper patient relationships and community engagement among care teams.

## Four Key Activities

- Unify and communicate key TCPI learnings
- Promote team-based care
- Define & support patient-practice partnerships
- Help define & promote clinic-to-community linkages

## Partners

- Institute for Patient & Family Centered Care
- Planetree
- YMCA of the USA

# SANs Selected

- American College of Emergency Physicians
- **American College of Physicians, Inc.**
- HCD International, Inc.
- **Patient Centered Primary Care Collaborative**
- **The American Board of Family Medicine, Inc.**
- Network for Regional Healthcare Improvement
- American College of Radiology
- **American Psychiatric Association**
- American Medical Association
- National Nursing Centers Consortium

# PATIENT-CENTERED PRIMARY CARE COLLABORATIVE

*Unifying* for a better health system - by better investing in *team-based* patient-centered primary care

**PUBLIC:**  
Patients,  
Families,  
Caregivers,  
Communities

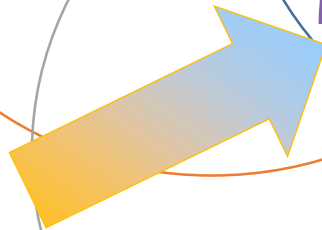


**PAYERS:**  
Employers,  
Government,  
Health plans,  
Consumers



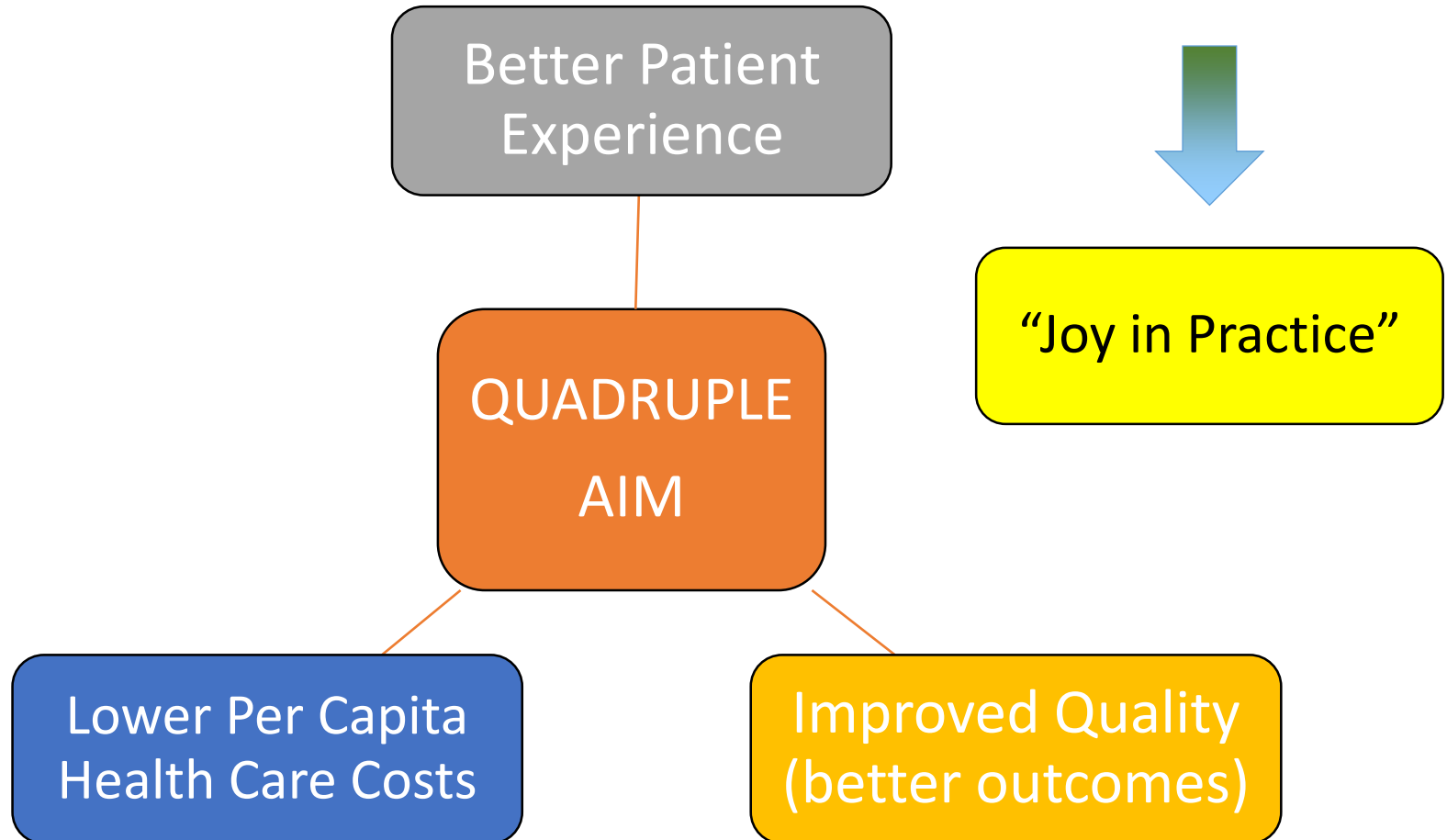
**Collaborative:**

- Convene
- Communicate
- Advocate



**HEALTH CARE PROVIDERS:** People who take care of patients/families

# NATIONAL IMPERATIVE: “~~TRIPLE~~ AIM” “QUADRUPLE AIM”



Source : Berwick, Donald M., Thomas W. Nolan, and John Whittington. "The triple aim: care, health, and cost." *Health Affairs* 27.3 (2008): 759-769.

# PLANETREE

The Standard for Patient-Centered Excellence



## formula for Success



**17 Countries**  
Over 700 Organizations



started by  
**1 patient**  
in 1978



powered by  
**50,000**  
voices



over  
**9,000,000**  
lives impacted



## Drives Quality across the continuum

- ✓ Skilled Nursing Homes
- ✓ Home Health Providers
- ✓ Acute Care Providers
- ✓ Medical Practices
- ✓ Behavioral Health
- ✓ Hospice Providers
- ✓ Independent Living
- ✓ Assisted Living Communities

## Accelerates STAFF and PATIENT Satisfaction



Advocates for Change with  
National Quality Forum (NQF)  
Institute of Medicine (IOM)  
World Health Organization (WHO)  
Institute for Healthcare Improvement (IHI)



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Clinic to Community Linkages to Improve Patient Outcomes

Matt Longjohn, MD, MPH  
National Health Officer  
VP, Evidence Based Health Interventions  
YMCA of the USA



# The Changing Health Care Landscape

Past

Present

Future

## Acute Health Care System

- High quality acute care
- Accountable care systems
- Shared financial risk
- Case management and preventive care systems
- Population-based quality and cost performance
- Population-based health outcomes
- Care System integration with community health resources

## Coordinated Seamless Health Care System

- High quality acute care
- Accountable care systems
- Shared financial risk
- Case management and preventive care systems
- Population-based quality and cost performance
- Population-based health outcomes
- Care System integration with community health resources

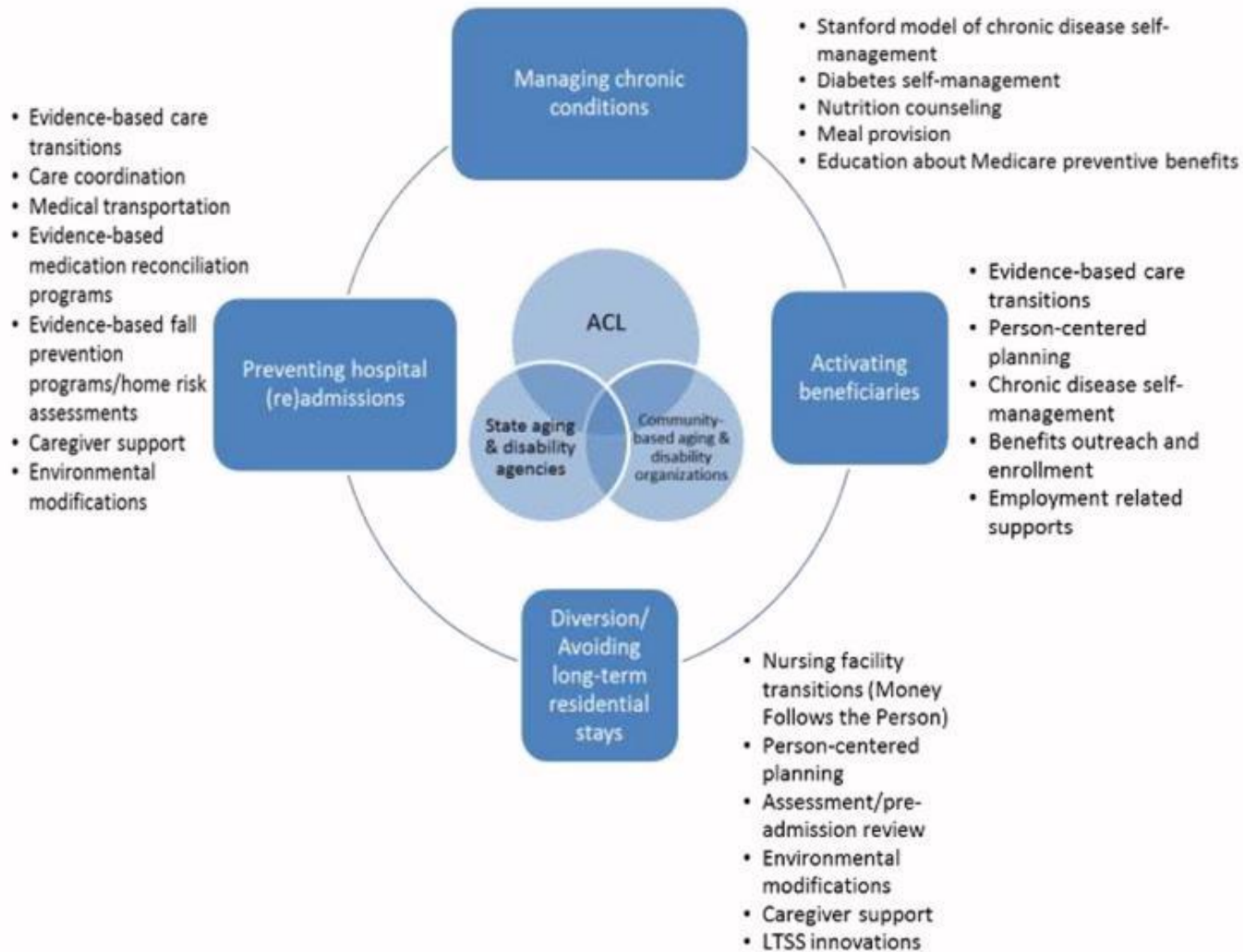
## Community Integrated Health Care System

- High quality acute care
- Accountable care systems
- Shared financial risk
- **Case management and Preventive care systems**
- **Population-based quality and cost performance**
- **Population-based health outcomes**
- **Care System integration with community health resources**

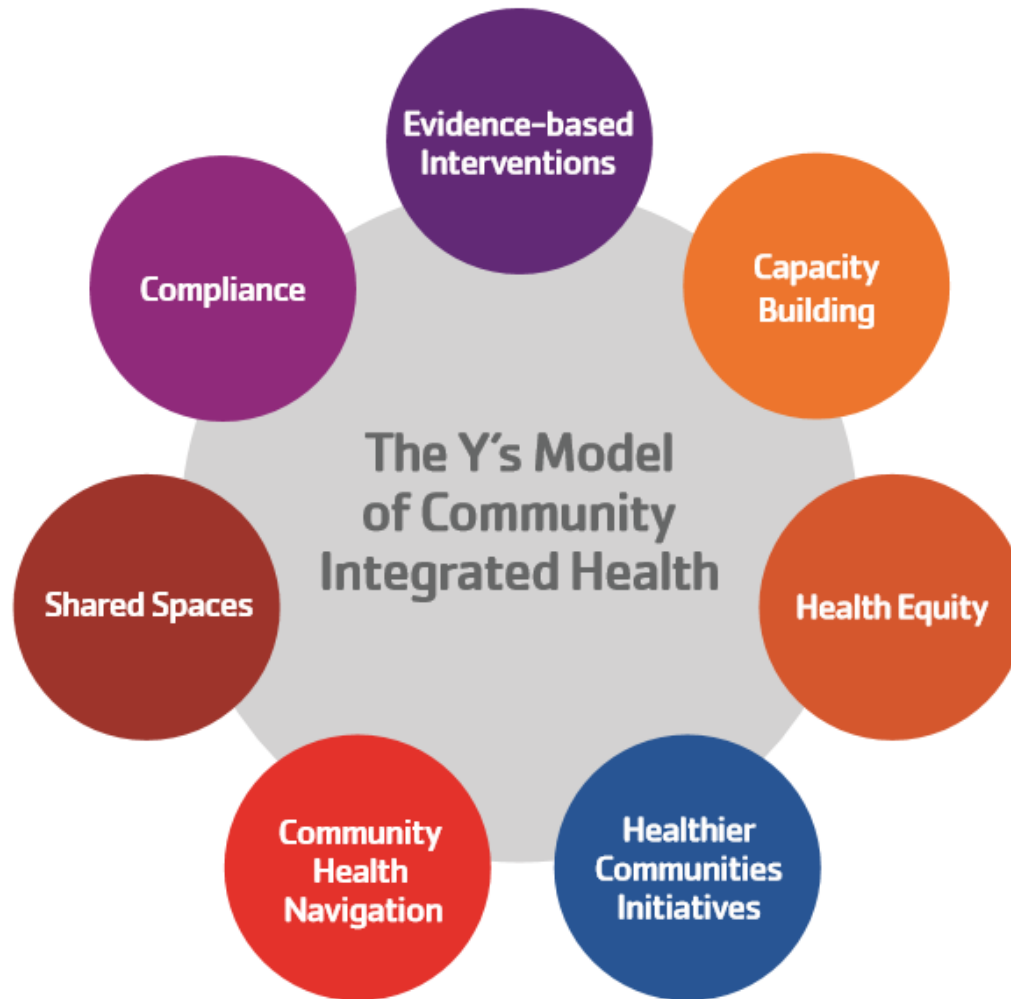


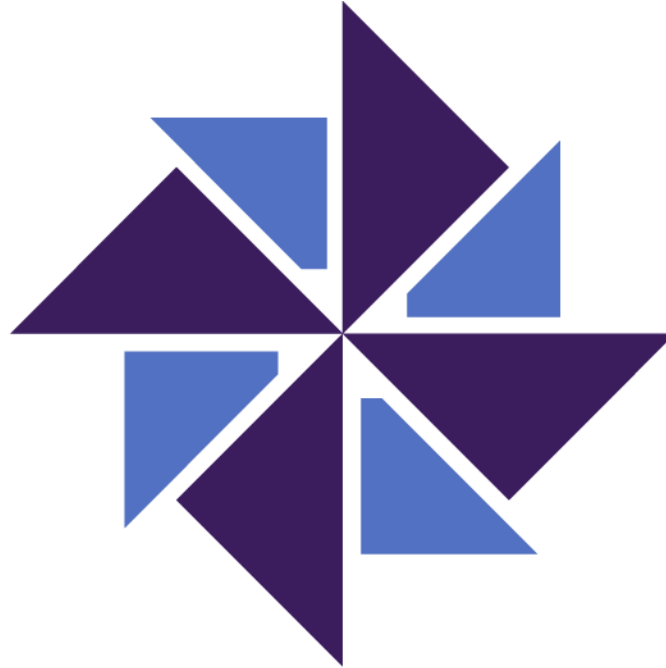


# HHS's View of Community Based Organizations' Value in Health Care



# COMMUNITY INTEGRATED HEALTH





# INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

[www.ipfcc.org](http://www.ipfcc.org)

# IPFCC Training and Technical Assistance in the PCPCC SAN

---

- Support for Patient and Family Advisors
  - Learn about your role in quality improvement in primary or ambulatory care
  - Network with other advisors across North America
- Support for Health Care Practices
  - Webinars on important partnership topics
  - Peer Support technical assistance for development within the practice
- For All:
  - Coaching calls, technical assistance, and virtual support including Storytelling
  - IPFCC Seminar Scholarships



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

# PFAC Network

A SPECIAL THANK YOU TO OUR NETWORK SUPPORTERS



Providence  
HEALTH CARE

How you want to be treated.



The Children's Hospital of Philadelphia®

Hope lives here.



Boston Children's Hospital

Until every child is well

## Primary and Ambulatory Care Partnership Special Topic Groups

← MAIN GROUPSITE

HOME

COMMUNICATE ▼

| SHARE ▼

| NETWORK ▼

| MANAGER ▼

| SPECIAL-TOPIC-GROUPS ▼

| HELP ▼

A Learning Community to promote high quality and safe care in primary care and ambulatory practice through effective partnerships between those who receive care and their families and those who deliver care. A source of information, resources, networking to share tools and strategies as well as a forum to share successes and challenges.

Open to patient and family partners and the practices they work with. To join:

<http://pfacnetwork.ipfcc.org>



# Peer Support

<http://www.ipfcc.org/advance/topics/peer-mentor-programs.html>



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

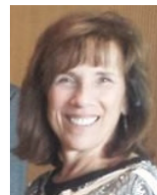
[Home](#) | [About Us](#) | [Contact Us](#) | [FAQ](#) | [Pinwheel Sponsors](#) | [Privacy](#) | [Site Map](#) |

[Services](#) : [Advancing the Practice](#) : [Profiles of Change](#) : [Events](#) : [Resources](#) : [Tools for Change](#) : [Special Topics](#)

## Peer Support

"I really, really needed to be able to talk to somebody who had experienced this. The medical and rehab staff were wonderful, my family was wonderful, but I just needed that connection to somebody who knew what I was going through."

Judy Crane, stroke survivor  
Founding Mentor, [Power of 2 Program](#)  
Anne Arundel Medical Center  
[AAMC Mentor Mentee Program](#)



**Peer Support is intentional, personalized, relationship-based, and available as needed.** Peer Support offers a real-life, real-time perspective, a view only an experienced patient or family member can provide. This section of the website provides guidance and resources from a sampling of established hospital or clinic-based peer support programs across the United States and Canada, and highlights a few **Exemplar Programs** that partner with patients and families to design and implement evidence-based programs.

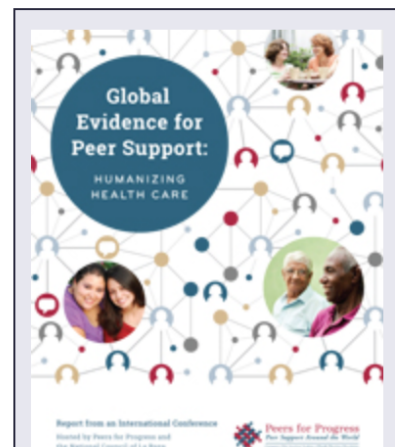
**Exemplar Programs** include hospital-wide, unit and diagnosis-based, as well as out-patient and community-based models and partnerships. The information in the hospital or clinic-based Exemplar profiles is sourced from program responses to a [Questionnaire](#) about the design, development, and implementation of the programs including organization/administrative

structure, staffing, finance, and operations, volunteer recruitment, training, and support, service delivery model, evaluation and sustainability. The name of each program listed below is linked to a full profile of that program.

While each Exemplar Program is unique, all the programs share [key success factors](#).

IPFCC invites other peer to peer programs—both emerging and established—to submit their profiles for consideration.

**Peer Support... An Essential Component of Health Care**



*"There is strong evidence that peer support helps people prevent disease, helps people manage chronic diseases like diabetes, helps people cope with stress or emotional and psychological challenges, engages populations that are hardly reached by health care systems and interventions, and reduces unnecessary care such as multiple hospital admissions for the same problem."*

**[Global Evidence for Peer Support: Humanizing Health Care](#)** ~ Report from an International Conference hosted by Peers for Progress