



**NATIONAL
QUALITY FORUM**

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improvements together

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A Conversation with the National Quality Partners™ Action Team to Co-Design Patient-Centered Health Systems

Capstone Webinar

July 14, 2020

Welcome

National Quality Forum Welcome



Shantanu Agrawal, MD, MPhil
President & CEO, National Quality Forum



OUR MISSION

To be the trusted
voice driving measurable
health improvements

OUR VISION

Every person experiences
high value care and
optimal health outcomes

OUR VALUES

Collaboration •
Leadership • Passion •
Excellence • Integrity



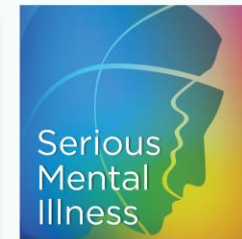
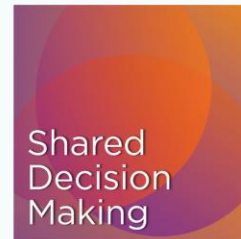
National Quality Partners (NQP)



NQP works to impact health and healthcare quality through collaboration and partnership that catalyzes action and accelerates improvement



NQP Initiatives and Action Team Topics



NQP Action Team to Co-Design Patient-Centered Health Systems

- The NQP Action Team to Co-Design Patient-Centered Health Systems launched in December 2019 and met through July 2020
- The NQP Action Team included 29 diverse member organizations representing nearly every sector of healthcare; more than one-quarter of the Action Team is comprised of patient advocate organizations

Co-Designing
Patient-Centered
Health Systems

NQP Action Team goal: Identify actionable strategies and practices that organizations can use to create a culture that embraces co-design in quality and safety initiatives

NQP Co-Designing Patient-Centered Health Systems Action Team Members

- American Academy of Family Physicians
- American College of Nurse-Midwives
- American Occupational Therapy Association
- America's Physician Groups
- Centene Corporation
- Center for Patient Partnerships
- Centers for Medicare & Medicaid Services
- Coalition to Transform Advanced Care (C-TAC)
- Compassus
- Consumers Advancing Patient Safety
- Genentech Inc.
- Health Resources and Services Administration
- Hospital for Special Surgery
- Humana Inc
- Intermountain Healthcare
- Kaiser Permanente
- Mathematica
- Merck & Co., Inc.
- National Coalition for Hospice and Palliative Care
- National Patient Advocate Foundation
- Northeast-Caribbean AIDS Education and Training Centers
- Nursing Alliance for Quality Care
- OCHIN, Inc
- Patient & Family Centered Care Partners, Inc.
- Planetree International
- Project Patient Care
- Virginia Mason Medical Center
- Vizient, Inc.
- WellCare Health Plans, Inc.

Sponsorship

- NQF gratefully acknowledges support from the following organizations towards the National Quality Partners™ (NQP) work on patient-centered co-design: Nursing Alliance for Quality Care, Silver Sponsor; Compassus, General Sponsor

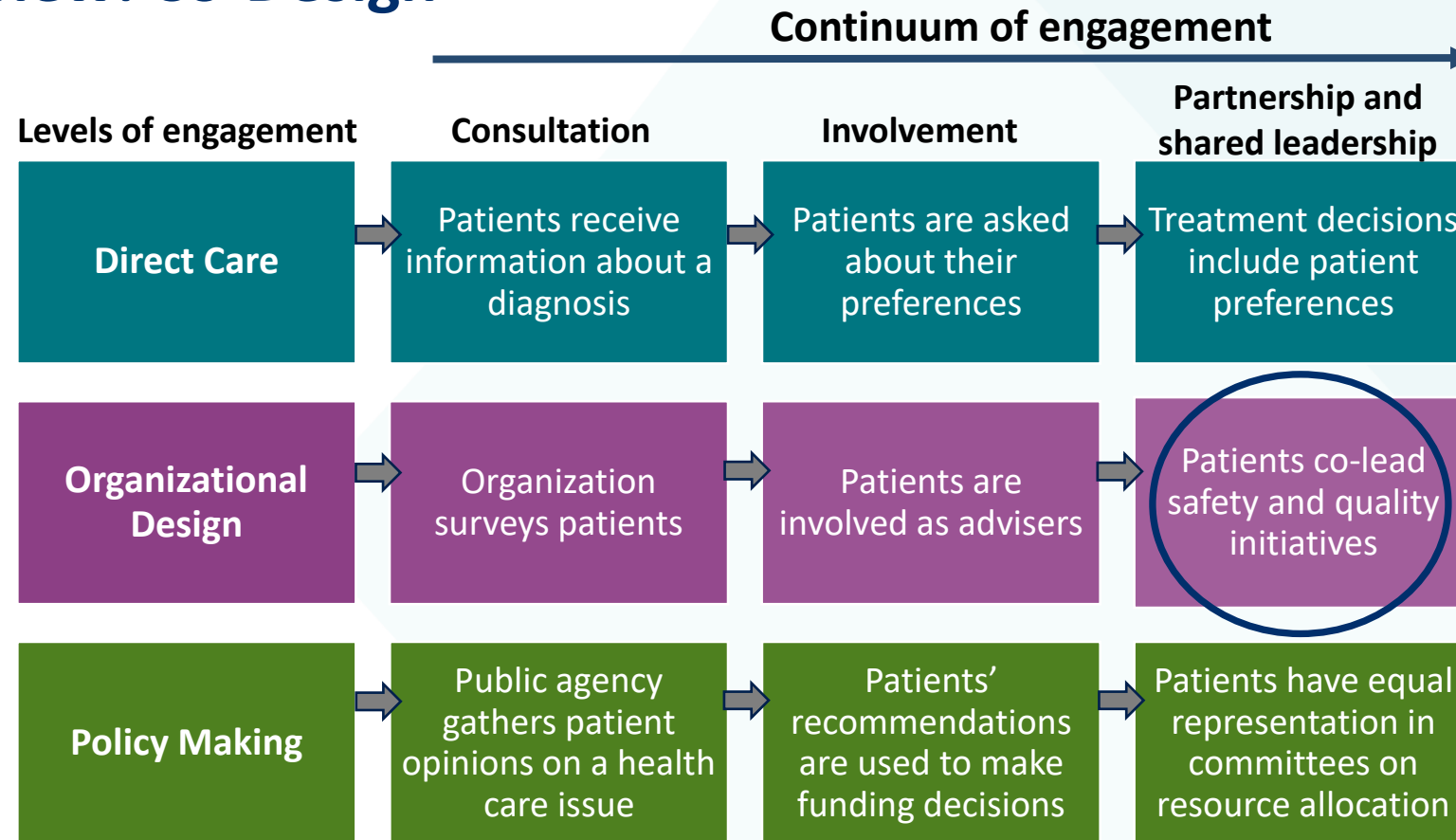


An Overview: Co-Design



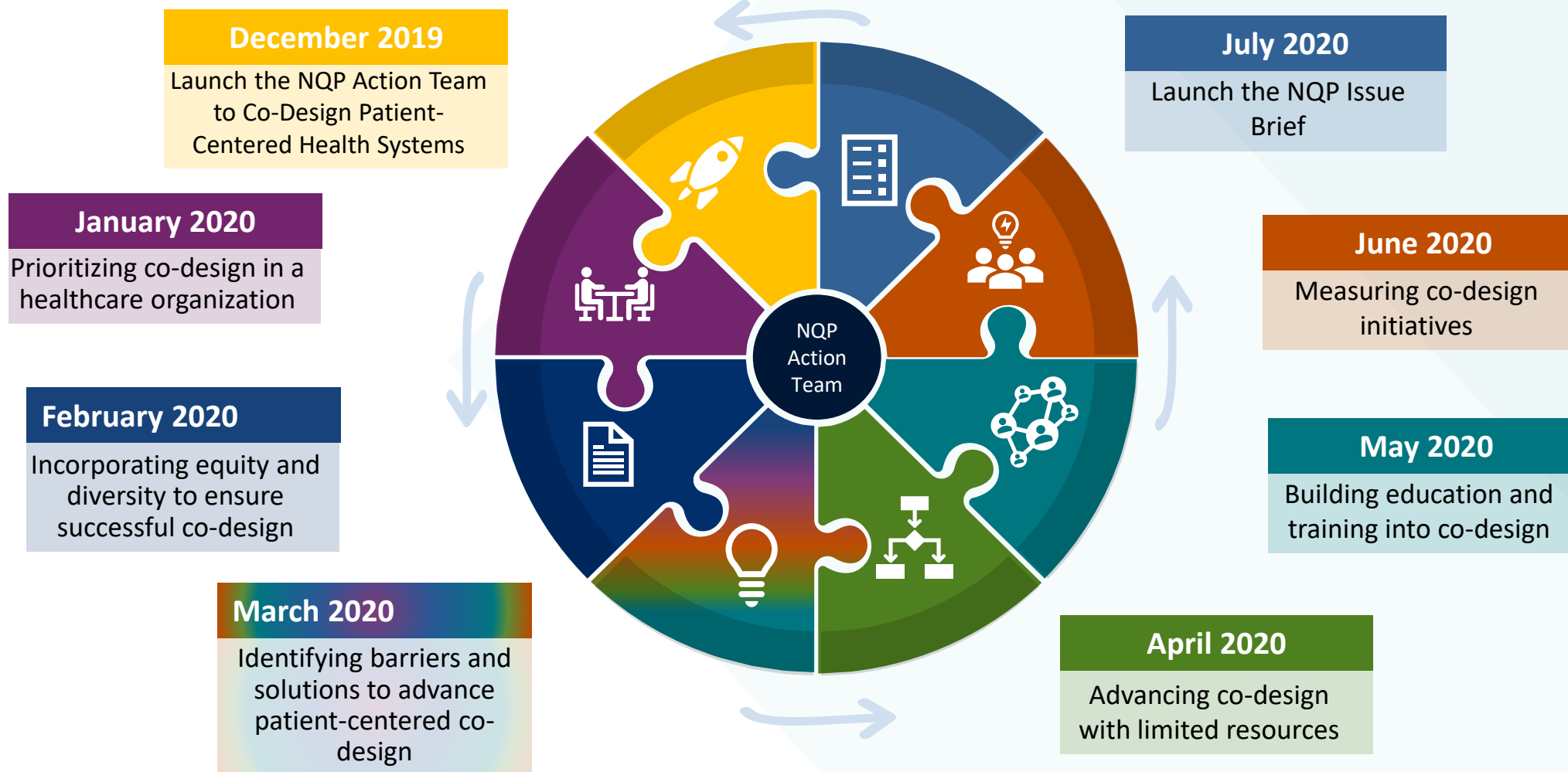
The act of collaborating with patients, families, and caregivers as equal partners in designing healthcare activities that affect quality of care and experience

An Overview: Co-Design



Action Team Accomplishments Since October

Sharing Best Practices



NQP Action Team to Co-Design Patient-Centered Health Systems

Issue Brief



Key Challenges

Co-Designing
Patient-Centered
Health Systems

The NQP Action Team identified priority challenges for stakeholders to address:

- Misaligned organizational culture and commitment, and limited buy-in and support from key stakeholders
- Competing priorities and inadequate resource allocation
- Reluctance and uncertainty about how to effectively engage patients, families, and caregivers in new ways
- Inadequate communication and outreach among diverse populations and representative patients
- Insufficient organizational educational plans, including not co-designing the education initiatives themselves
- Difficulty of demonstrating impact

Issue Brief Recommendations

To support the development of patient-centered co-design in health systems, the NQP Action Team recommends that healthcare organizations, community stakeholders, and patients, families, and caregivers must partner together to:

- 1. Prioritize and invest in co-design
- 2. Educate and expand awareness to foster successful and sustainable co-design initiatives
- 3. Recruit and include diverse, representative patient voices
- 4. Measure and share organizational impacts of co-design

NQP Action Team Panel Discussion

Action Team Panel



Sara Guastello

*Vice President of Knowledge
Management, Planetree International*



Laurie Meyers

*Head of CMG Patient Engagement,
Genentech Inc.*



Amy Nguyen Howell

*Chief Medical Officer, America's
Physician Groups*



Eli Quisenberry

*Administrative Director, Virginia Mason
Production System, Virginia Mason
Medical Center*



Co-Moderated by Libby Hoy

*Founder/CEO, Patient & Family
Centered Care Partners, Inc, NQP
Action Team Co-Chair*



Co-Moderated by Mike Woodruff

*Senior Medical Director, Office of
Patient Experience, Intermountain
Healthcare, NQP Action Team Co-Chair*

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Audience Q&A



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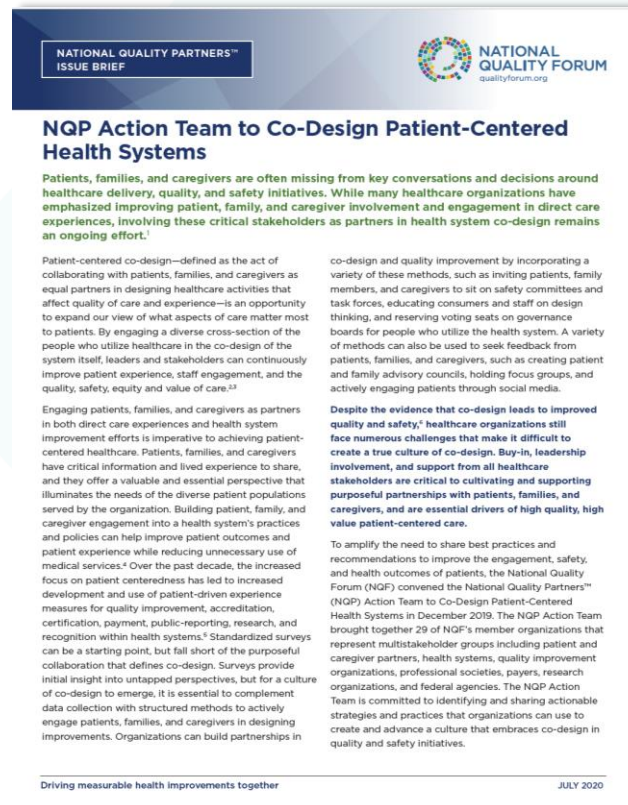
*Senior Medical Director, Office of
Patient Experience, Intermountain
Healthcare, NQP Action Team Co-Chair*

Please add your questions for the Panel to the chat box

Next Steps

NQP Action Team to Co-Design Patient-Centered Health Systems Issue Brief is Available Now!

- Download and share the NQP Action Team to Co-Design Patient-Centered Health Systems Issue Brief on the [NQF Website](https://www.qualityforum.org/Quality_Improvement/Issue_Briefs/NQP_Action_Team_to_Co-Design_Patient-Centered_Health_Systems_Issue_Brief.aspx).



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