

Patient and Family Engagement Action Team



NATIONAL
QUALITY FORUM

Web Meeting

Tuesday, April 1, 2014

2:00 pm – 3:30 pm ET

Telephone access:

Dial: 1-866-599-6630; Enter Confirmation Code: 19505781

Web Access:

ngf.commpartners.com



TROUBLE-SHOOTING GUIDELINES FOR EVENTCENTER TECHNOLOGY:

After trying each of the following steps, try to log into the event/archive again before moving to the next step.

1. Go to www.ec.commpartners.com and click on the Support Tab in the top left, once expanded click "Run Test." You should see a Congratulations message. Click "Click Here" to take the second part of the test. Once the second part is loaded you should hear a pre-recorded audio message. If your browser does not pass the first part of the test, go to www.flash.com to download the required Adobe Flash software. Once at the site, go to the "Downloads" menu at the top and choose "Get Flash Player."
2. If you are already logged into the meeting and experience a problem (slides stop advancing, streaming audio stops/fails, etc.), try clicking the "refresh" button in your web browser. It looks like a circle with arrows.
3. Clear the cache in your web browser. Then close your web browser completely. Open your web browser again and try logging into the event/archive again.
4. It is recommended that you use a PC with Windows and Internet Explorer 7.0 or higher. If you are using a Mac, please use the Safari web browser. With a high speed/broadband internet connect. Wifi is not recommended.
5. Make sure you do not have pop-ups disabled in your internet browser settings.
6. Make sure that your internet browser is Active X enabled.
7. If none of the above steps resolve the issues, direct your web browser to <http://www.getfirefox.com> and download Firefox. Next reinstall the Adobe Flash software by visiting www.flash.com. (See step 1.)
8. If none of these steps are successful, the issue may be related to (a) internal firewall settings, (b) internal internet settings or (c) the speed/capability of your internet connection. You should consult your IT department or internet provider. Please make sure the following the following IP addresses are open:

72.32.161.112 port 80 (web and Flash file delivery)
72.32.200.104 port 80 (web and Flash file delivery)
72.32.221.85 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)
66.135.54.165 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)
72.32.200.106 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)

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Tab 1

Agenda



Patient and Family Engagement Action Team

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Instructions for Remote Participation:

Streaming Audio Online

- Direct your web browser [here](#)
- Under “Enter Meeting” type the meeting number **598589** and click “Enter.”
- In the “Display Name” field type your first and last names and click “Enter Meeting.”

Teleconference

Committee Member/Speaker

- Dial **1-866-599-6630** and use confirmation code **19505781**.

Public Participant

- Dial **1-855-728-1890** and use confirmation code **19505781**.
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Objectives

1. Review In-Person Meeting Evaluation Results
2. Present PFE Action Pathway
3. Learn from fellow action team members’ work as it relates to the Action Pathway
4. Share Action Pathway Resources and Strategies

Agenda

- | | |
|--------|---|
| 2:00pm | Welcome, Review of Meeting Objectives and In-Person Meeting Evaluation
<i>Pat Mastors, Patient Representative, Action Team Co-Chair</i> <ul style="list-style-type: none">• Introduction and review of today’s objectives and agenda• Synopsis of the in-person meeting evaluation results |
| 2:10pm | Action Team Pathway
<i>Susan Frampton, Planetree, Action Team Co-Chair</i> <ul style="list-style-type: none">• Overview of the action team pathway: vision, goal, and strategies |
| 2:20pm | Cross-Team Learning: The Provider Responsibility for Promoting Authentic Partnership
<i>Moderator: Pat Mastors</i> <ul style="list-style-type: none">• <i>Ted Eytan, Kaiser Permanente</i> |

- 2:35pm Cross-Team Learning: Families Partnering with Providers in Authentic Partnership
- *Libby Hoy, Patient & Family Centered Care Partners, Inc.*
- 2:50pm Cross-Team Learning: Patients Partnering with Providers in Authentic Partnership
- *Kimly Blanton, Vidant Health System*
- 3:05pm Cross-Team Learning: Authentic Partnership through Organizational Redesign
- *Elana Premack Sandler, Beth Israel Deaconess Medical Center*
- 3:20pm Discussion: Sharing Resources and Strategies to Reach our Goal
Moderator: Susan Frampton
- 3:30pm Adjourn

Supporting Materials

PowerPoint
Action Pathway Graphic
Roster
PFE Definitions document

Tab 2

Action Pathway Graphic

Action Pathway in Support of the Partnership for Patients

Anchoring Healthcare in Patient and Family Preferences

TOOLS FOR DIALOGUE

Identify and share a bundle of patient-preferred practices, tools, and resources

PARTNERSHIP

Leverage partnerships, networks, and relationships to spread patient-preferred practices

ACTIVATION AND CHANGE

Engage patients and families in organizational design and governance to drive adoption of patient-preferred practices at the system level

GOAL

Foster authentic partnerships between patients, families, and care teams to support patients' life and health goals

Tab 3

Action Team Roster



Patient Safety Collaboration: Patient and Family Engagement Action Team (2014)

Susan Frampton, PhD (*Co-Chair*)
Planetree, Derby, CT

Pat Mastors (*Co-Chair*)
Pear Health, Exeter, RI

Kimly Blanton
Vidant Health System, Greenville NC, Winterville, NC

Mary Clough, MSN, RN
University of Minnesota Medical Center, Fairview, Minneapolis, MN

Perry Cohen, PhD
Parkinsons Pipeline Project, Washington, DC

Thomas Dahlborg, MSM
NICHQ, Boston, MA

Sheila Delaney Moroney, MPH
Hennepin County Medical Center, Minneapolis, MN

Ted Eytan, MD, MS, MPH
Kaiser Permanente, Washington, D.C.

Richard Hanke, Ed.D., SPHR
Consumer Representative, REH & Associates, St. Charles, IL

Libby Hoy, BS
Patient & Family Centered Care Partners, Inc., Long Beach, CA

Carol Levine, MA
United Hospital Fund, New York, NY

Wendy Nickel, MPH
American College of Physicians, Philadelphia, PA

Elana Premack Sandler, LCSW, MPH
Beth Israel Deaconess Medical Center, Boston, MA

Keith Reissaus
Goodwill Industries of Central Indiana, Inc., Indianapolis, IN



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Action Team Roster

Carol Wahl, BSN, MSN, MBA

Good Samaritan Hospital, Kearney, NE

Knitasha Washington, DHA, MHA, FACHE

Washington Howard Associates, Olympia Fields, IL

Jonathan Welch, MD, MSc

Harvard Medical School, Cambridge, MA

Tab 4

Key Definitions and References



Patient and Family Engagement Action Team

Definitions

NQF Action Team, a “Working Definition”

An action team is a 15-20 person multi-stakeholder group brought together to support the work of the Partnership for Patient goals of reducing hospital acquired conditions and preventable hospital readmissions. The teams are time-limited, and normally last between 8-10 months. During this time each team identifies a specific goal and commits their energy and resources to reach this goal within the timeframe of the Action Team. The key difference between an action team and many of NQF’s other types of convening is that the individuals within the team commit to doing the action themselves, in addition to collaborating with other stakeholders. Action teams are results-driven initiatives that result in a draft and final “action pathway” deliverable to HHS.

Patient-Centered Care:

- 1) “...providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions...” (IOM 2001)
- 2) “We should all demand to be treated as competent adults, and take an active part in our healing. And we should insist on hospitals meeting our human need for respect, control, warm and supportive care, a harmonious environment and good, healthy food. A truly healing environment.” (Angelica Thieriot, 1978)

Key Publications Relevant to this Work:

Mulley, AG , Trimble, C, Elwyn, G. 2012. *Stop the Silent Misdiagnosis: patient’ preferences matter. British Medical Journal*; 345. Retrieved November 19, 2013, from <http://dx.doi.org/10.1136/bmj.e6572>

Lee CN, Hulsman CS, Sepucha K. Do patients and providers agree about the most important facts and goals for breast reconstruction decisions? *Ann Plastic Surg*2010;64:563-6.

Wagner E, Barrett P, Barry M, Barlow W, Fowler F. The effect of a shared decision-making program on rates of surgery for benign prostatic hyperplasia. *Med Care*1995;33:765-70.

Hojat, M et al. March 2011. Physicians' Empathy and Clinical Outcomes for Diabetic Patients. *Academic Medicine- Journal of the America Medical Colleges*, 86, 3, 59-3643

Haslam, N. 2007. Humanizing Medical Practice: the role of empathy. *Medical Journal of Australia*. 187 (7) 381-382

Frampton SB, Guastello S, Lepore M. “Compassion as the foundation of patient-centered care: The importance of compassion in action.” *Journal of Comparative Effectiveness Research*, 2013, 2(5), 443-455.

Kaik AD et al. March 18, 2008. Improving hypertension control in diabetes mellitus: the effects of collaborative and proactive health communication. *Circulation- Journal of the American Heart Association*. 117(11): 1361-8.

Tarn DM et al. August 2008; How Much Time Does It Take to Prescribe a New Medication? *Patient Education Counseling*. 72(2): 311-319

Frosch, DL, et al., May 2012. Authoritarian Physicians and Patients Fear of Being Labeled “Difficult” Among Key Obstacles to Shared Decision making. *Health Affairs*. 31(5): 1030-38

Kristin L. Carman et al., 2013. Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies. *Health Affairs*. 32 (2):223-231

Below is a visual from the above Health Affairs Patient and Family Engagement article that will guide our work:

EXHIBIT 1

A Multidimensional Framework For Patient And Family Engagement In Health And Health Care

