



# Guiding Principles and Innovative Ideas for Engaging Patients and Families

MDH-Health Care Homes  
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## **Susan Pleasants, MD MBA**

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**Senior Vice President, Optimal  
Care**

**M Health Fairview**

# Patient Engagement Case Examples

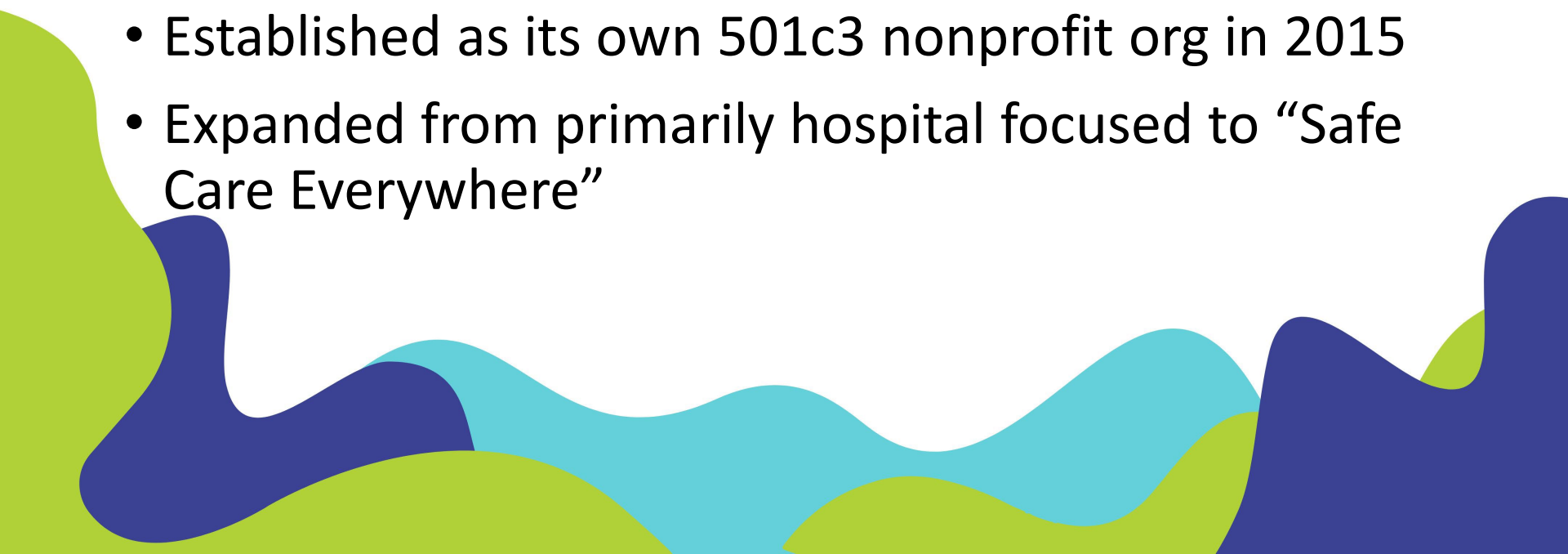
- Mychart (patient portal) scheduling feedback
  - PFAC was interviewed + surveyed to consider different ways to describe appointment types we offer (eg preventative visits)
- Clinic wayfinding
  - Received survey feedback that a building was very difficult to navigate. Made patients feel uncertain/uncomfortable and late.
  - Used a walkabout + interviews
- Community listening sessions – focus on patients with Limited English Proficiency (LEP)
  - Our community advancement and health equity teams completed listening sessions with community members via collaboration with trusted community leaders/partners (in person in their community, with food, included stipends, had trained facilitation, and used bilingual staff). They particularly were seeking feedback on trust-building or trust-losing experiences, bias experienced in healthcare, and other unique experiences navigating healthcare with Limited English Proficiency.

Lisa Juliar

Director of Patient & Family  
Engagement



# MAPS: Brief Background

- MAPS was established as Minnesota's patient safety coalition in 2000, in the wake of "To Err is Human"
  - Active as a coalition for 15 years
  - Established as its own 501c3 nonprofit org in 2015
  - Expanded from primarily hospital focused to "Safe Care Everywhere"
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## Why Partner?

- Better Outcomes
- Improvements in patient safety and quality
- Better patient experiences and satisfaction
- Increased healthcare professional satisfaction and retention.
- Preferred processes
- Lower healthcare costs



Inclusion and transparency create trust

# Patients and families are:

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- Experts
- Innovators
- Passionate about safety
- Willing to work for free
- Want to make a difference





# Engaging patients



INVITE THEM IN



INCLUDE THEM  
THROUGHOUT



INVEST IN THEIR  
IDEAS

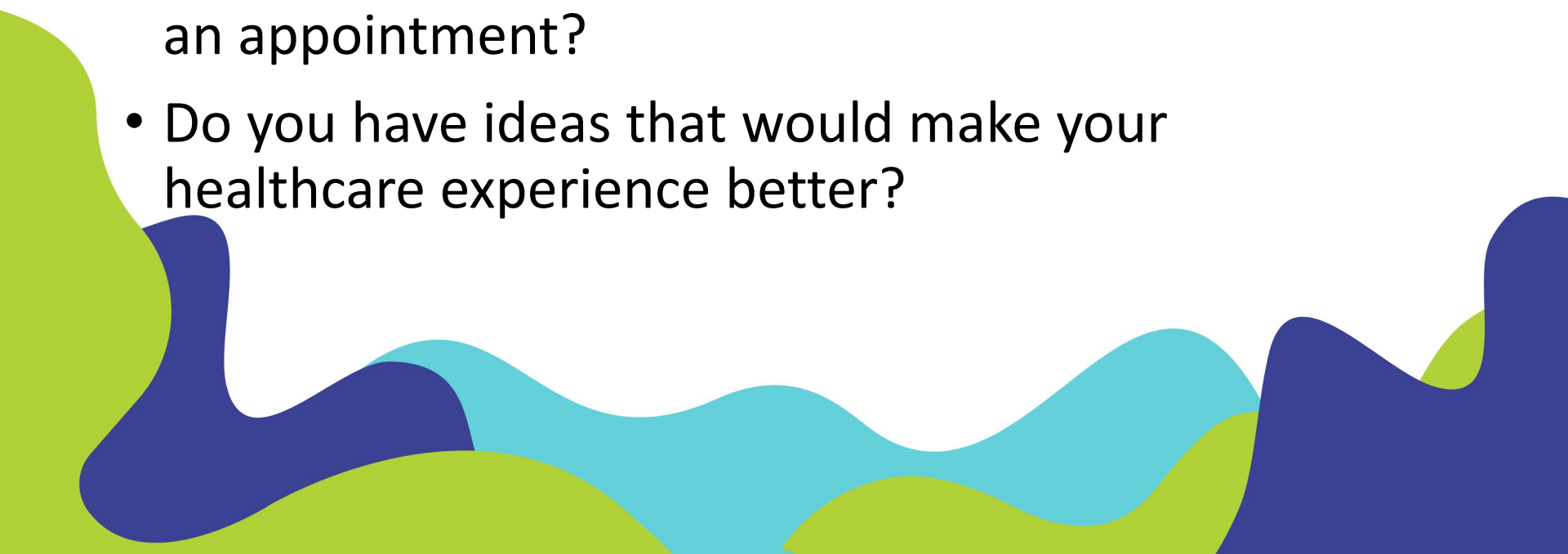


INCREASE THEIR  
INFLUENCE

more questions



# Potential questions to consider?

- What works well?
  - What is not working?
  - What keeps you coming to the clinic?
  - What are you worried about before, during or after an appointment?
  - Do you have ideas that would make your healthcare experience better?
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# Direct Care



Shared  
decision  
making

Education

Teach Back

Self  
management  
strategies

Medication  
List

# Beyond the exam room

Patient  
Advisory  
Committees

Quality  
improvement  
team

Surveys

Project/ work  
groups

Education  
material

# Best Practices



# Recruiting patient partners:

- Be open and creative about who to invite
- Approach a broad range of people
- Provide training
- Seek recommendations from staff
- Use a variety of tools for invitation
- Partner with community organizations

# Retaining patient partners

- Keep them informed
- Find ways to connect
- Share gratitude
- Ask more questions
- Provide ample opportunities
- Schedule consistent check-ins





# Walk-abouts



## **Invite**

Invite 3-6 patients or family members



## **Include**

Include them in an overview of the project and goals



## **Influence**

Schedule a time to explore and record observations. Tell them you want to hear ALL their concerns and ideas



## **Invest**

Debrief and immediately try to find an idea you can act on



Invite residents  
or families to  
share a story...

# Host a patient input event

- Have fun and get creative
- Determine a way to gather the feedback
- Provide a warm welcome
- Encourage honesty-no idea is off the table
- Have a way to share results-ideas used





Brainstorm

Outsiders tend to be the first to recognize the inadequacies of our social institutions. But precisely because they are outsiders, they are usually in a poor position to fix them.

-Atul Gwande

**So...invite them in!**

# Resources

- [Engaging Patients and Families in Their Health Care | Agency for Healthcare Research and Quality \(ahrq.gov\)](#)
- [IPFCC Strengthening Diversity.pdf](#)
- [Transformation Tools for improvements in clinical practice | Primary Care Collaborative \(thepcc.org\)](#)

**Thank you!**

