

Practically Speaking:

The basics of partnering with patients during a pandemic



- Purpose driven organization
- Specializing in social impact design & project acceleration
- Passionate experts in partnering with patients and families

www.x4health.com



Hello, Innovator.
Welcome to X4 Health.

We power creative solutions to problems that matter. Let's change the health care system together.



Best in Class Patient & Family Engagement Defined

“Patients, families, their representatives, and health professionals working in **active partnership** at various levels across the health care system – direct care, organizational design and governance, and policy making – to improve **health** and **health care**.”

SOURCE: *Health Affairs* 32 No.2 (2013) (223-231).

Patients & Families as **Partners** in:

Patients & Families as **Partners** in:

Direct Care

Expanding patients' and caregivers' capacity to get and stay well (self-efficacy)

Patients & Families as **Partners** in:

Direct Care

Expanding patients' and caregivers' capacity to get and stay well (self-efficacy)

System Design
& Governance

Patients, families, consumer representatives guide change and ongoing operations

Patients & Families as **Partners** in:

Direct Care

Expanding patients' and caregivers' capacity to get and stay well (self-efficacy)

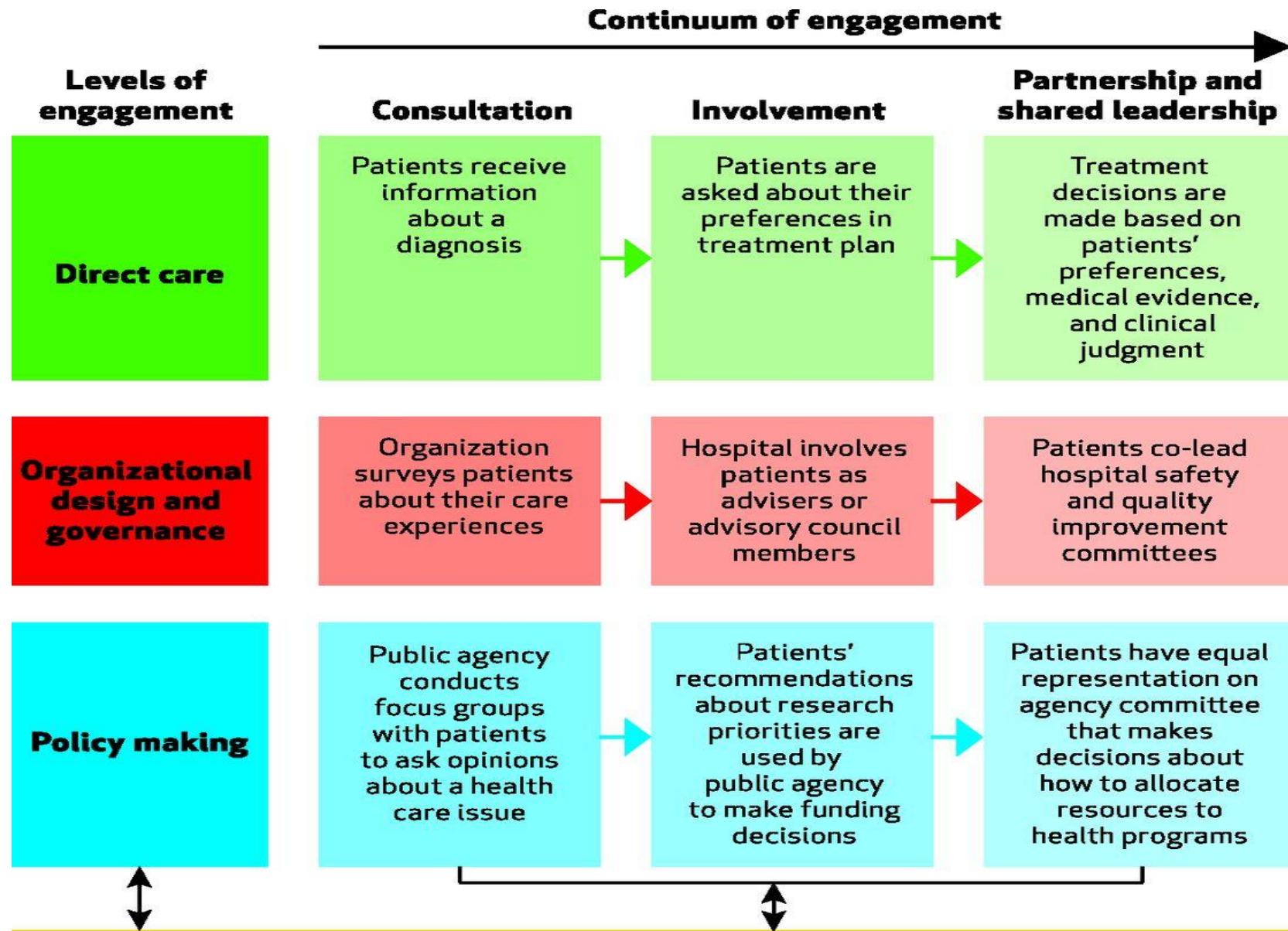
System Design
& Governance

Patients, families, consumer representatives guide change and ongoing operations

Policy Making

Patients, families, consumer advocates influence public policies at local, state, national levels

PFE Continuum



- Factors influencing engagement:**
- **Patient** (beliefs about patient role, health literacy, education)
 - **Organization** (policies and practices, culture)
 - **Society** (social norms, regulations, policy)

NEXTGEN PFACs



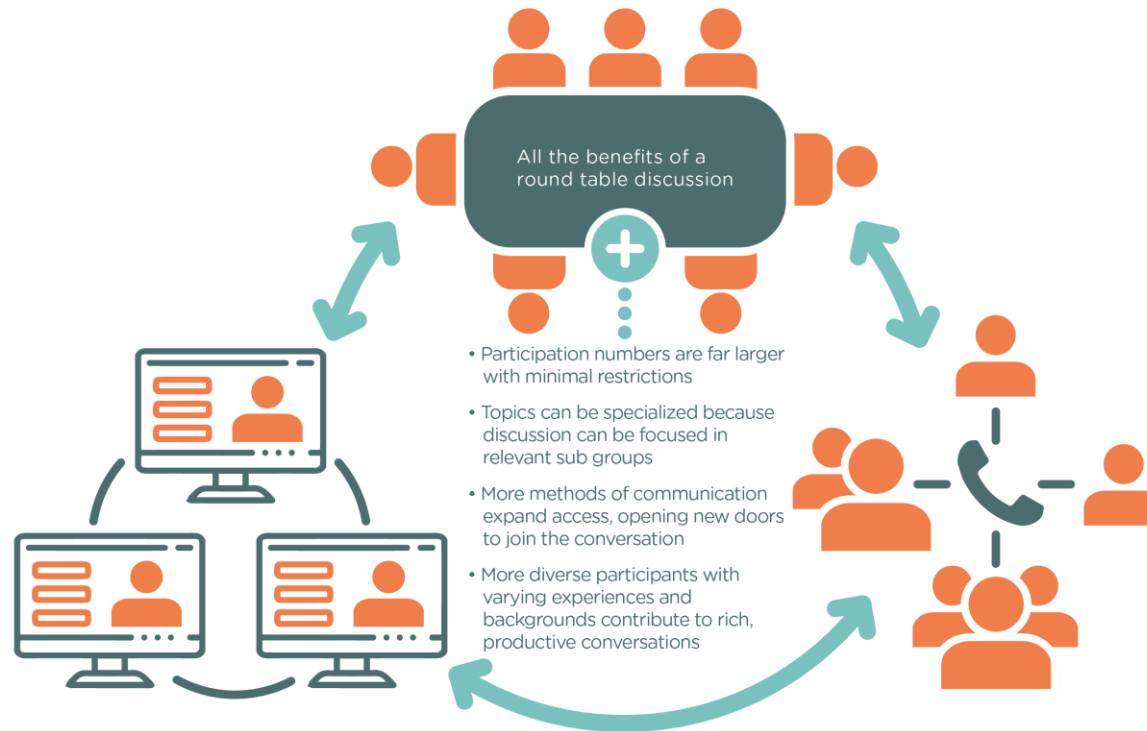
**CONFIGURABLE
GROUPS**



**MORE
ENGAGEMENT**



**MORE
DIVERSE**





What Partnering with Patients is NOT

- Trying to get consumers to do what we want them to do.
- “Compliance,” “taking responsibility”
- Foisting our most intractable problems onto consumers when we can’t solve them ourselves
- Making patients have “skin in the game.”
- Patient Education and other one-way strategies

Most Popular Options & When To Use Them

✓ **Advisory councils:**

- Advise routinely on matters, diverse group
- Recommendation: Make sure you have 12 months of activity planned

✓ **Focus groups:**

- Limited Duration. Often used for particular types of patients

✓ **Patients on QI/project/initiative teams:**

- Embedded – working alongside team members, influencing decisions, learning and shaping all aspects of the improvement process.
- Hybrid - Regular touch points with patients, ability for patients to influence teamwork and decisions

✓ **Staff orientation/training**

- Onboard new team members (staff, clinicians) in patient-centered care

✓ **Case conferences:**

- Talk WITH patients (not just about them), invite different perspectives, think outside the box

✓ **Patient Surveys**

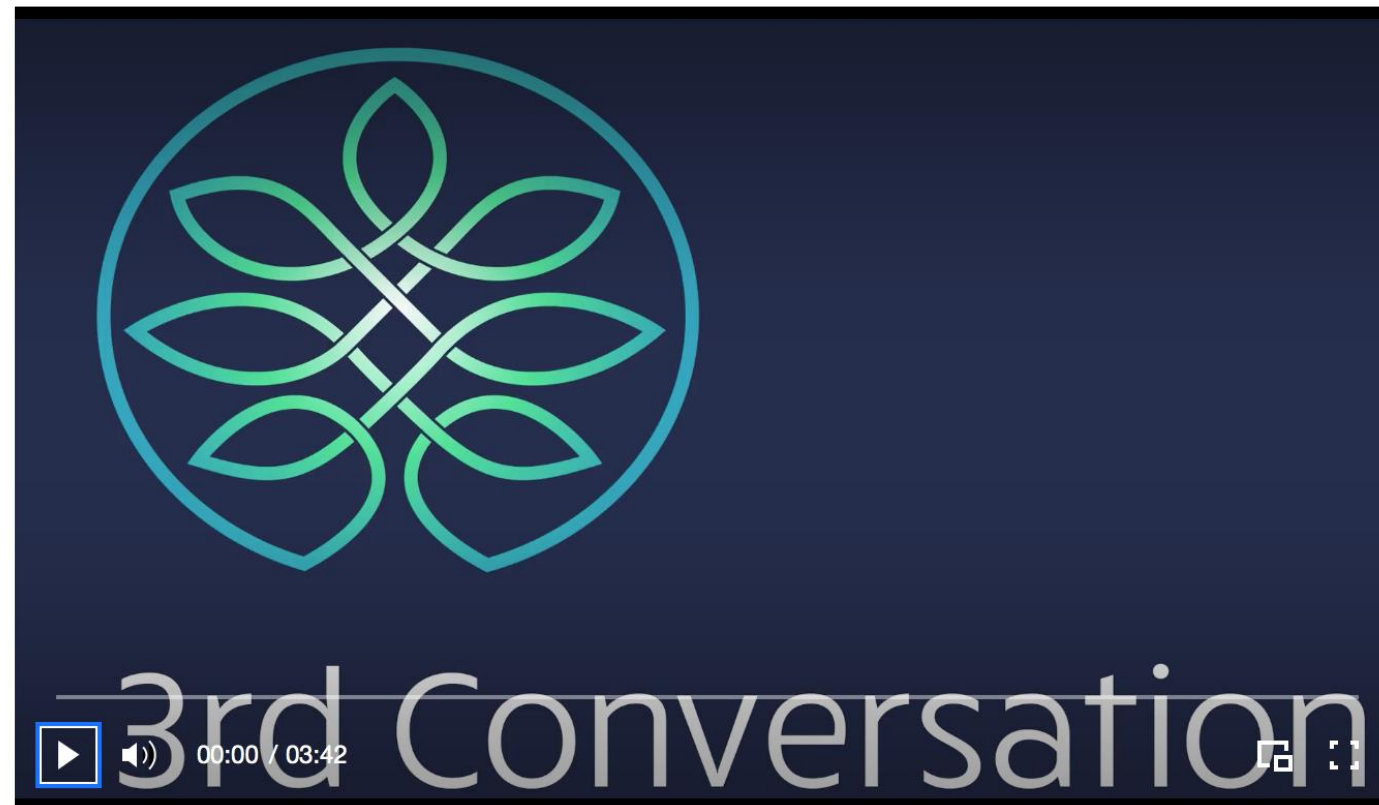
- Understand thoughts, opinions of larger group of patients

Most Important Patient Partner Characteristics

- ✓ Experience with the practice/hospital (patient or family caregiver)
- ✓ Representative of the population most impacted by the care changes being sought (could be consumer advocate)
- ✓ Experience serving on board/committee/working group, etc.
- ✓ Willingness to speak up
- ✓ Functional capacity for duration of project
- ✓ Able and interested in devoting time and effort
 - And can work in anticipated ways (online, in person, phone)
- ✓ Both positive and negative experiences welcome.
Clinicians and staff can easily help identify these individuals

3rd Conversation: A unique forum for bringing frontline clinicians, leaders and patients together to reimagine relationships as a core strategy for change and fulfillment. (play video)

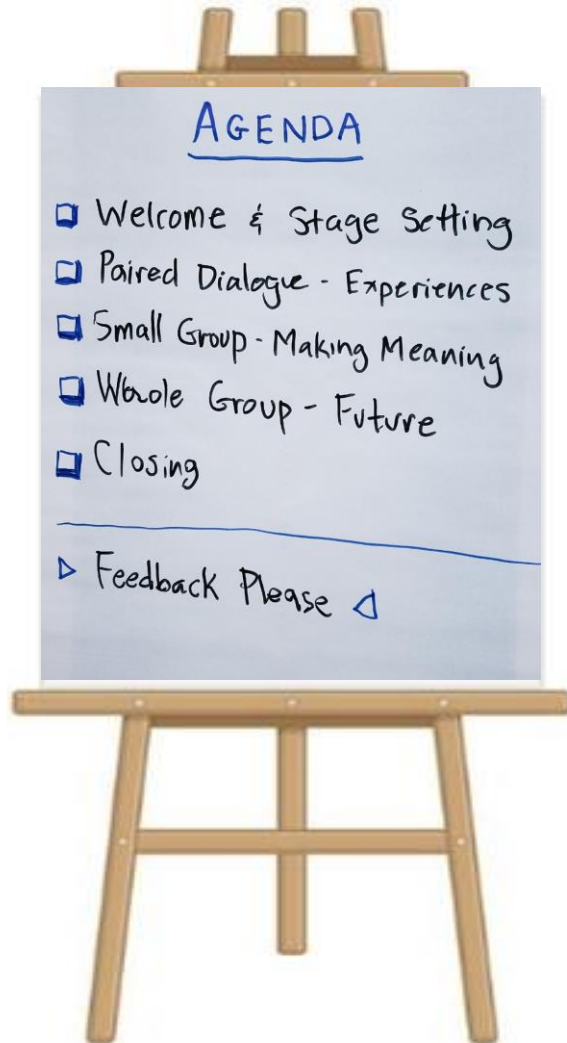
THE MOTIVATION



3rd Conversation

Spark Events

To see if 3C is a good fit: email info@3rdconversation.org



2.5
Hours



1
Professional
Facilitator



10
Patients-Clinicians
OR
Clinicians-Leaders



\$0
Paid for by Foundation
funding





@x4_health
1-844-X4Health