



## 2017 PATIENT AND FAMILY PARTNERSHIP PROGRAM ANNUAL REPORT

*Nothing about me without me.*



## LETTER OF ACKNOWLEDGMENT FROM PENNY WHEELER, MD

Over the past year we have made incredible strides in growing our culture of whole person care at Allina Health. The commitment of our staff, physicians and patient and family advisors have enabled us to continue to put the needs of our patients, families and communities first in everything we do.

We have partnered with our patient and family advisors on many key initiatives to ensure we are evolving quality care that truly meets our patients' and families' needs – just a small sample of highlights include:

- providing policy guidance as part of the Clinical Practice Council
- partnering with the nurse residency transition to practice program to highlight what nurses can do to best support their needs while they are in our care
- advising on strategy development for the SouthHealth project
- facilitating a project in partnership with the Patient Centered Outcomes Research Institute focused on health and wellness in breast cancer survivorship
- participating in facility redesign work groups
- guiding development of our shared decision making tools, geriatric patient education booklet and LifeCourse guide.

By continuing to work with our patient and family advisors, we can transform and enhance the care our patients receive and create an even better patient experience for the future.

I am honored this organization has such an engaged group of patient and family advisors who have so generously given their time and expertise. On behalf of Allina Health, I would like to thank each patient and family advisor for their invaluable contributions. Together, we will continue to make great strides in improving the care and experience for all who entrust us with their care.

Regards,

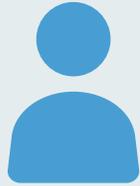
Penny Wheeler, MD  
President and Chief Executive Officer



# 2017 BY THE NUMBERS



165



Number of advisors



680

Total advisor hours logged

5



Patient panel discussions

523



New nurses reached during onboarding

6



Video projects

There were numerous accomplishments by the Patient and Family Partnership Program in 2017. While the following pages describe some of those accomplishments and contributions, this list is not exhaustive.



## E-advisor insights

- Health Care Directive Guide
- Opioid Decision Aid
- Lifecourse Program Fact Sheet
- Colorectal Cancer Screening Decision Aid



## Advisors on committees

Participation on councils across the health system such as:

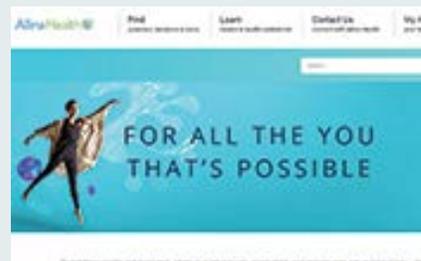
- Clinical Practice Council
- Quality Council
- Breast Program Committee
- Patient Safety Committee
- Buffalo Hospital Nurse Practice Council
- Mental Health Program Committee
- Lung Program Committee
- Buffalo Hospital Reliability Steering Committee
- Mercy Hospital First Impressions Committee





## Focus groups

- Allina Health River Falls Clinic
- Digital Customer Experience
- Chronic Obstructive Pulmonary Disease
- Breast Program



## Advisors on projects

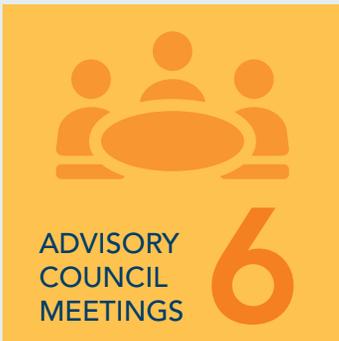
- 2018 Patient Experience Strategic Planning Session
- Dementia Program
- MyChart Bedside
- Nurse Residency Transition to Practice
- Allina Health Centennial Lakes Clinic (Edina) Workshop





## Collaborations

- 3M Foundation
- Patient-Centered Outcomes Research Institute Grant Project
- Allina Health Pain Symposium



## Patient & Family Advisory Council

### Venues where insights are shared:

- Executive Leadership Team meetings
- Senior Leadership Team meetings
- Patient Care Manager meetings
- Clinical Service Line leader meetings
- Department staff meetings



## NURSE COMMUNICATION



- Provided insight on the value of current nurse communication initiatives
- Defined what was most important to patients and their care circle related to nurse communication
- Guided the development of process measures for the inpatient patient experience survey

*“Our patients and families gave us great insight and motivation to ensure we are using our nurse communication tools to improve our communication and connection to our patients and families. The tools really are the core of establishing a strong relationship that allows us to individualize and engage the patient and family in the care plan!”*

*– MariBeth Olson, Nurse Executive, Mercy Hospital*

## RESEARCH CONFLICTS OF INTEREST



- Provided guidance on what information should be shared with patients as it relates to conflicts of interest in research studies, and in what way that information can best be communicated

*“Working with the PFAC was an extremely valuable experience. We learned information that we wouldn’t have been able to gather from conferences or speaking with peer organizations, and made changes to our approach that aligns with our patients’ expectations. The Committee has been able to focus more of its resources on the issues our patients care about!”*

*–Kaley Klanica, JD, MPH*

*Director, Compliance and Legal Services for Research*

## MEDICAL MESSAGING



- Identified the positive aspects of medical messaging
- Provided recommendations for improving the process of communicating with the care team using medical messaging

*“Thank you so much for the opportunity to attend the Patient & Family Advisory Committee meeting. As promised, I left feeling really excited about what our project will accomplish for our patients. It was a fun, and slightly intimidating, chance to ask real Allina Health patients directly what they thought about how we operate. While we heard some feedback to validate what we thought, we knew there was a whole lot more we hadn’t considered before coming to this group. Without this input, I’m not sure we would have had enough information to pursue meaningful solutions to the individuals we serve. I’m thankful we have patients willing to do this with us.”*

– Kelly Glad, Clinic Manager, Allina Health Group

## PAIN MANAGEMENT & COMFORT ENHANCEMENT

### Allina Health Pain Assessment Scale

<b>10</b>	<b>Worst Pain You Can Imagine</b>
<b>7-9</b>	<p style="text-align: center;"><b>Severe Pain</b></p> <p style="text-align: center;"><b>Pain keeps you from doing your regular activities.</b></p> <p>9. Pain is so bad that you can’t do any of your regular activities, including talking or sleeping. 8. Pain is so intense that you have trouble talking. 7. Pain distracts you and limits your ability to sleep.</p>
<b>4-6</b>	<p style="text-align: center;"><b>Moderate Pain</b></p> <p style="text-align: center;"><b>Pain does interfere with your regular activities.</b></p> <p>6. Pain makes it hard to concentrate. 5. You can’t ignore the pain but you can still work through some activities. 4. You can ignore the pain at times.</p>
<b>1-3</b>	<p style="text-align: center;"><b>Mild Pain</b></p> <p style="text-align: center;"><b>Pain doesn’t interfere with your regular activities.</b></p> <p>3. You may notice the pain but you can tolerate it. 2. You may feel some twinges of pain. 1. You may barely notice the pain.</p>
<b>0</b>	<b>No Pain</b>

- Provided insight into how to best manage patient expectations related to pain management and comfort enhancement
- Provided insight into how to effectively communicate about pain interventions
- Provided recommendations on pain assessment tools
- Provided insight on the development and use of emotional pain assessment tool

*“Members of the Allina Health Patient and Family Advisory Council said that care providers need to personalize all conversations about pain. When a tool is used, explain the tool’s purpose and assess the usefulness for each individual. Make sure the tool is meaningful to the patient.”*

–Maia Hendrickson, Patient Experience Advisor

## SOUTHHEALTH

- Provided guiding principles for the project related to the experience of care that patients value most when it comes to health care services

*"One of the projects I was involved in had significant capital associated with it and was envisioned to change how we partner with our patients in our clinics. The discussion was a rich and engaging one, and it actually made us change our thinking about the project entirely. Because of the feedback we received, we now have a much more complete understanding of how our patients want us to partner with them; which will affect the design of our clinics for years to come."*

*–William Evans, Vice President of Operations, Allina Health Group*

Continuity  
Family Whole-person Pathways Network  
Connectedness Community Relationships Affordable  
Proactive Coordination

## REVIEW OF 2018 MEASURES OF CARING SCORECARD: PATIENT CARE / EXPERIENCE INITIATIVES

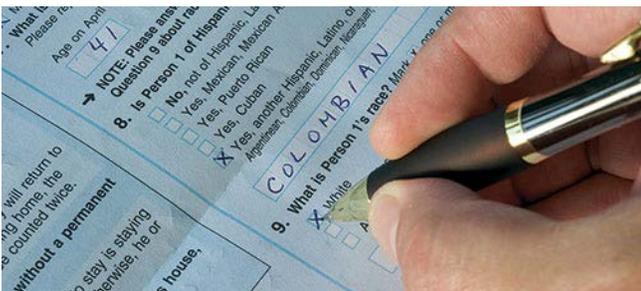


*"The Patient and Family Advisory Committee provides an invaluable perspective on our Measures of Caring Scorecard. Their insights improve the selected measures and keep us grounded by providing a view through the patients' eyes."*

*–Salvatore Bognanni, Director of Quality & Safety*

- Emphasized the importance of including measures related to the following for 2018:
  - Quality of Life
  - Continuity of Care
  - Mental Health
  - Opioid Reduction
  - Health Equity
- Provided recommendations for future measures related to systems advocacy and stress management

## COLLECTING DEMOGRAPHIC DATA



*"The insights of the PFAC members will help us shift difficult conversations into opportunities to build relationships with patients and practice whole person care from the very first point of contact."*

*–Mollie O'Brien, Director of Health Equity*

- Learned that demographic data collection is an opportunity to begin building trust and establishing a relationship with the patient.
- Outlined the importance of providing a context for why we collect this information and how it will be used.



## ...FROM LEADERS AND STAFF

*"We greatly appreciate the insights provided by our Digital Customer Experience Focus Groups. We have leveraged their input in many of the designs implemented in 2017, including the redesigned AllinaHealth.org and the Allina Health account experiences. Having their perspective has been invaluable in helping us reduce friction for our patients and consumers!"*

*Chris DuFresne, Director, Digital Consumer & Employee Experience and Transcription Services*



*"The opportunity to have patients' voices open each of our presentations at the Allina Health Pain Symposium was incredible. The response from attendees was overwhelmingly positive and appreciative. Taking the time to focus on the "why" of the work we do brought meaning and humanity to the symposium and the concepts being presented. Their valuable insight helped to highlight what we do well and focus on where we need to improve. I am grateful for their partnership."*

*Molly McNaughton, Certified Nurse Practitioner*



*"Our patient advisors bring so much value to patient education and shared decision making decision aids. Their honesty and perspectives are important to providing the best-possible education to support many different types of health goals. On more than one occasion advisors have said the written materials missed the mark and they offered constructive comments to improve the documents. One example is the opioid decision aid. The advisors gave the workgroup feedback that changed the direction and size of the document. Our final product is one that will help inform conversations when patients are considering opioids for short-term pain relief. I am honored to work for and alongside our patient advisors. I am grateful Allina Health invests in this truly culture-changing partnership."*

*Kim Dutcher, Manager of Patient Education*

*"We have had the incredible benefit of patient/family advisor participation in key planning events recently at Allina Health hospitals. The first was an event in which hospital leaders were establishing patient experience improvement goals and focused initiatives for 2018. The patient's perspective was truly grounding for us as we planned out our priorities and work. The second event was a 3-day planning activity for improving care and experience for mental health patients in our hospitals. The perspective the patient advisor provided brought humbling awareness of the unintended suffering that we sometimes cause by our processes, which allowed us to make meaningful changes that will improve care for our most vulnerable patients."*

*Sara Criger, Senior Vice President, Allina Health and President, Mercy Hospital*

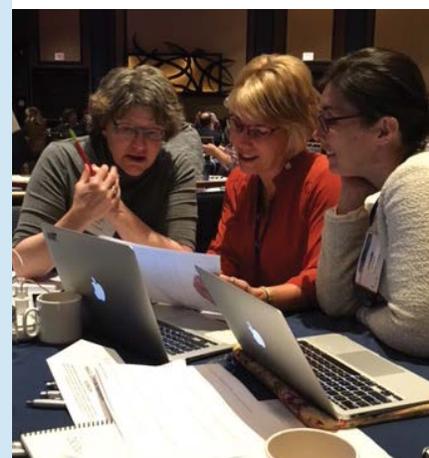
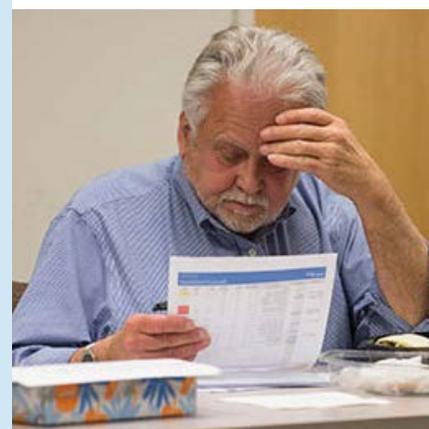
## ...FROM ADVISORS

*"Patient & Family Advisors have the unique opportunity to contribute to the care experience of Allina Health patients and their families by bringing their felt experience to meetings of the Advisory Council, attended by Allina Health leaders, as well as opportunities to speak with smaller groups throughout the Allina Health system. It is both humbling and gratifying to participate in the process to make system adaptations that have the patient's experience at the center of the work. I also appreciate that family and caregivers are included as an integral part of the care team."*

*"Being an Allina Health Patient and Family advisor continues to be a source of pride for me. Allina Health is never boastful about its work in this space but the work matters and continues to excel."*

*"This was my first year on the advisory committee; and it's been a learning experience. Over the years my contact with the health system has primarily been as a caregiver, but occasionally, as a patient. Listening to the experiences of other committee members has greatly widened my exposure to the issues people face. Even more so, it has given me an opportunity to look behind the scenes to see some of the challenges faced by those delivering health care services. All in all, it has been a very rewarding year."*

*"I have been so thrilled to be a part of Allina's PFAC this year. I have no medical training, but a business brain and a wife and mother's heart, and these are the perspectives that I try to share as part of my role on the PFAC. I am impressed with Allina's commitment to and support of the PFAC and enhancing quality care as demonstrated by the investment of senior leader time in listening to and incorporating our feedback."*



# Being an *advisor* to Allina Health makes me **FEEL...**



*As defined by our patient and family advisors*



For more information, or if you or someone you know would like to get involved with the Patient and Family Partnership Program, visit [allinahealth.org/myvoice](https://allinahealth.org/myvoice)



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