



2016 PATIENT AND FAMILY PARTNERSHIP PROGRAM ANNUAL REPORT  
*Nothing about me without me.*

Allina Health

## ABOUT US

Integrating the patient, family, and community voice is a critical component of building patient and family-centered programs and experiences at Allina Health. The Patient and Family Partnership Program provides patients and family members the opportunity to serve as advisors by sharing personal perspectives and experiences with the organization. Input received from the advisors directly impacts Allina Health's existing care and services as well as future improvements.

## LETTER OF ACKNOWLEDGMENT FROM PENNY WHEELER, MD

Over the past year we have made incredible strides in growing our culture of patient and family-centered care at Allina Health. The commitment of our staff, physicians, and patient and family advisors has 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 refining a transition tool used to prepare the patient and care circle for discharge from the hospital, providing guidance for the 2017 Measures of Caring Scorecard, partnering on Buffalo Hospital's Board of Governors, advising on a care integration strategy that is valuable to patients, participating in facility redesign work groups, advising on the organization's OpenNotes initiative, presenting at national conferences, partnering with Allina Health on a PCORI grant project related to breast cancer survivorship, and guiding development of our colorectal screening shared decision making tool, [allinahealth.org](http://allinahealth.org) website, and online financial experience portal.

We are so thankful to our patient and family advisors for their service and commitment to improving lives. Most importantly, we know that care will be so much more meaningfully delivered by listening deeply to your guidance and doing all possible to act upon it.

By continuing to work together, we can transform and enhance the care our patients receive and create an even better patient experience for the future. We commit to all of you that we will do just that.

Regards,

Penny Wheeler, MD  
President and Chief Executive Officer



## 2016 BY THE NUMBERS



**618**

Total advisor  
hours logged



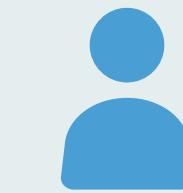
National patient  
experience conference  
presentations



Video  
projects

**6**

**130**



Number of  
advisors

### 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

There were numerous accomplishments by the Patient and Family Partnership Program in 2016. While the following pages describe some of those accomplishments and contributions, this list is not exhaustive.



**12**

E-advisor  
insights

### E-advisor insights

- Care integration
- Colorectal cancer screening decision aid
- Online financial experience tool
- Minnesota Department of Health Release of Records initiative



### Advisors on committees

Participation on councils across the health system such as:

- Clinical Practice Council
- Quality Council
- Breast Program Committee
- Hospital Patient Experience Committee
- Buffalo Hospital Governing Board
- Mental Health Program Committee
- Allina Health Group Patient Experience Governance Committee



**21**

Advisors on  
committees



## Focus groups

- Breast Program
- Allina Health Isanti Clinic
- Mercy Expansion
- Allinahealth.org website
- Allina Health Hastings Clinic
- Personal Primary Care Team
- Virtual Visits
- District One Hospital Mother Baby Somali Focus Group



## Advisors on projects

- Communication training for clinicians
- Bounce Back Project
- 2017 Patient Experience Strategic Planning Session
- Patient education on inpatient televisions

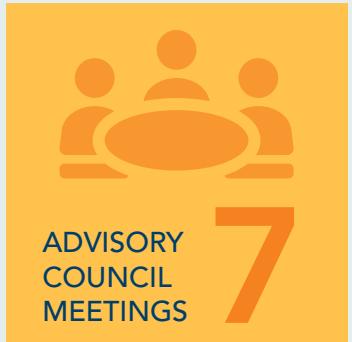


## Collaborations

- Minnesota Spine Symposium
- Patient Centered Outcomes Research Initiative Grant Project
- Minnesota Hospital Association



## Patient & Family Advisory Council





## EMERGENCY DEPARTMENT

- Insights guided ED Communication initiatives
- Defined what was most important to patients and their care circle.

*"Our patient and family advisors are one of the most important resources I have as a leader in shaping the strategic changes necessary to achieve the Triple Aim. Top quality and experience is simply impossible without their valued input."*

– Dr. Romans, DO, FACEP, FAAEM  
Medical Director Unity Hospital Emergency Department

## DISCHARGE

- Developed guiding principles for discharge from hospital
- Informed patient transition tool content and format

*"The time we spent with the patient and family partnership group was invaluable. We had been working on tools to facilitate patient self-management after discharging from the hospital. We came to get the group's feedback on a tool and left with a greater appreciation for the need to engage the team in relationship building that honored the unique needs of each patient and their goals."*

– Monique Ross  
Director of Care Management

My Transition Plan after leaving the hospital				
Day 1 Date:	Day 2 Date:	Day 3 Date:	Day 4 Date:	Day 5 Date:
AM <input type="checkbox"/> Medications	<input type="checkbox"/> Medications	<input type="checkbox"/> Medications	<input type="checkbox"/> Medications	
Use Incentive Spirometer (IS) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Use IS <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Use IS <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Use IS <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Noon <input type="checkbox"/> Walk 5 min	<input type="checkbox"/> Walk 5 min	<input type="checkbox"/> Walk 10 min	<input type="checkbox"/> Appointment with PCP <input type="checkbox"/> AHC Location: <input type="checkbox"/> Time: <input type="checkbox"/> Ride set-up <input type="checkbox"/> Bring transition plan to appointment	
Eve <input type="checkbox"/> Dressing change				
Bedtime				

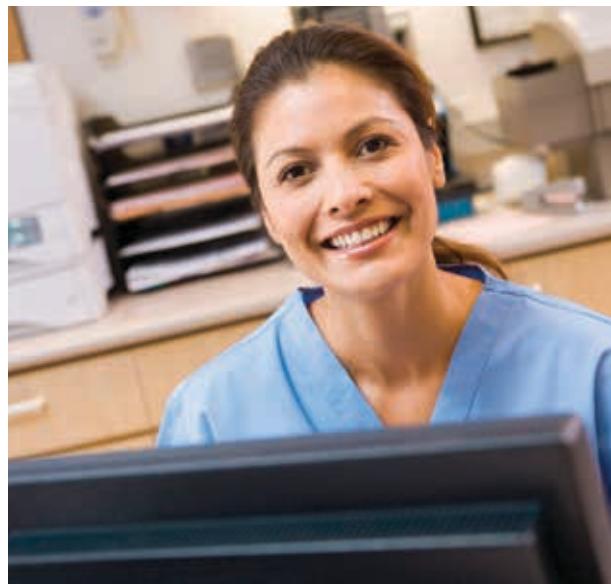
Medications picked up: Y  N  plan: \_\_\_\_\_ Ride to PCP appointment set up: Y  N  plan: \_\_\_\_\_  
Dress supplies picked up: Y  N  plan: \_\_\_\_\_ Other: \_\_\_\_\_  
Walker picked up: Y  N  plan: \_\_\_\_\_ Plan: \_\_\_\_\_

## OPEN NOTES

- Provided insight and recommendations for Open Notes initiative
- Piloted Open Notes at 3 clinic locations

## OUR COMMITMENT TO CARE TRAINING FOR CLINICIANS

- Insights guided Our Commitment to Care content and deployment for clinicians



## REVIEW OF 2017 CARE/EXPERIENCE INITIATIVES



Themes from discussion:

- Transparency
- Data
- Cost
- Patient safety
- Communication



*"It is invigorating that our advisors are engaged in helping us develop this work."*

– Dr. Timothy Sielaff  
Chief Medical Officer

## SHARED DECISION MAKING

- Defined what considerations play a role in health care decisions
- Identified situations where it would be most valuable to deploy the shared decision making framework
- Made recommendations on preferred modes of receiving decision aid tools
- Discussed the connectedness to the shared decision making terminology



"When starting a new initiative, the best path forward can be unclear. The thoughtful feedback from our patient and family advisory pool was enlightening. We are able to use the voices of patients we care for to advocate for their needs and preferences as they make decisions about their health care."

— Julie Nystrom  
Patient Education Specialist

The Patient Experience was defined by advisors as:

**The patient's *perception* of every interaction with EACH PERSON and place encountered during care.**

## ...FROM LEADERS AND STAFF

"I very much appreciated the discussion and open dialogue created while speaking with patients about their financial experiences with Allina Health and other providers. We were able to confirm and dispel many aspects of patient expectations during our time together. The outcomes of the session directly impacted the strategic approach to organizational goals and fed directly into scoring solutions to improve the patient experience."

"The feedback of the patient and family advisors is so incredibly helpful. As we work to improve the care in Primary Care, the participants in the focus group brought the patient perspective to life and shed light on how we can create better ways to participate in care with them. I am constantly amazed at the thoughtfulness of the patient and family advisors. Not only do they bring in their voices, they truly value the relationships they have with their provider and the extended care team."

"I am so grateful to the patient advisors who participated in the virtual visit focus group. The feedback we received really helped us shape the service we are now piloting to our primary care patients. Some of the advisors were even willing to help us test our process and tools by acting as pretend "patients" for our provider champions. As a result, the patient satisfaction surveys from virtual visit patients have been overwhelmingly positive."

## ...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."



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](http://allinahealth.org/myvoice)**



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