Beyond Projects & Programs: 5 Steps to Patient-Centered Culture Change

February 22, 2017
We’ve updated our website!

www.pcpcc.org/tcpi
Welcome & Acknowledgements

Sara Guastello
Director of Knowledge Management
Planetree International
sguastello@planetree.org

Susan Brown, MPH, CPHIMS
Family Caregiver
Founder, Let’s Soar Together
Health IT Director, Telligen
sbrown@telligen.com
The Browns from Waukee, Iowa
“There is nothing more powerful than an idea whose time has come.”

-Victor Hugo
The Will: An idea whose **time has come**
The Way: TCPI Change Package

“Patients and families are partners in defining, designing, participating in and assessing the care practices and systems that serve them to assure they are respectful of and responsive to individual preferences, needs and values. This collaborative engagement allows the individual’s values to guide all clinical decisions and drives genuine transformation in attitudes, behaviors and practice.” CMS Definition of PFE
Genuine transformation in attitudes, behaviors and practice = Practice Culture

- Cohesion
- Common ground
- Shared sense of purpose
5 Steps to Patient Centered Culture Change

<table>
<thead>
<tr>
<th>Theory</th>
<th>Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Ask patients</td>
<td>Patient/family interviews, Focus groups, Patient &amp; family advisory councils</td>
</tr>
<tr>
<td>2) Empower the care team</td>
<td>Participatory quality improvement; Care for the caregiver; HR practices</td>
</tr>
<tr>
<td>3) Engage family caregivers</td>
<td>Family Presence; Care partners; Tools for family caregivers</td>
</tr>
<tr>
<td>4) Activate Patients</td>
<td>Teach back; Collaborative agenda and goal setting; Shared decision making</td>
</tr>
<tr>
<td>5) Redesign your practice</td>
<td>Team-based care; Bite-sized PCC education, Environmental considerations</td>
</tr>
</tbody>
</table>
1. Ask Patients

1) Patient interviews

2) Focus groups

3) Patient **PARTNERSHIP** Councils

**TCPI Drivers:**

1.1.2. Listen to patient and family voice

3.1.2. Use patient as customer feedback
The Patient Perspective: What Matters Most

“I felt that I was involved in decision-making...It was a conversation with him. He had his opinion, and I felt that he was listening to my opinion.”

“The doctor understands. He listens to the ‘sidelights’ of your life.”

“He manages my care to the kind of person I am.”

“He respects me as a person who can think things through on my own...”

“I really trust the doctor. He genuinely cares about my well-being beyond my health. I don’t feel as if I am just another patient.”

“Some people stare at the computer and never look at the patient. My doctor pays attention to you.”
2. Empower the care team

1) Participatory quality improvement

2) Care for the Caregiver

3) HR Practices

TCPI Drivers:
2.2.3. Empower Staff
3.2. Workforce Vitality and Joy in Work
3. Engage family caregivers

When patients are accompanied into outpatient visits they have **better information recall** and are **more satisfied** with their medical encounter.


1) Family Presence

2) Care Partner Programs

3) Tools for family caregivers

**TCPI Drivers:**

1.1.3. Collaborate with patients and families
4. Activate patients

1) Teach back

2) Collaborative agenda and goal setting

3) Shared decision making

TCPI Drivers:

1.1.1. Respect values and preferences
1.1.3. Collaborate with patients and families
1.1.4. Be aware of language and culture
5. Design your practice around the patient

1) Team-based care

2) Bite-sized education to keep PCC front and center

3) Create an environment that promotes engagement

TCPI Drivers:
1.2.1 Enhance teams
1.7.3. Create patient-centered spaces
3.4.1. Streamline work
1.4. Practice as a community partner
Susan Brown  
Health IT Director, Telligen  
(515) 440-8215  
sbrown@telligen.com

Sara Guastello 
Director of Knowledge Management, Planetree  
(203) 732-7171  
sguastello@planetree.org
We Want To Hear From You!

Liza Greenberg, SAN Director
liza@pcpcc.net

Jacinta Smith, Program Manager
Jacinta@pcpcc.net