Patient Empowerment Part II:

Making Patients Part of your Quality Improvement Team
Focus Groups

- Spanish & English groups meet quarterly at Pecos clinic
- Charter (aka agreement) reviewed to ensure group buy-in
- Introductions → recap of last focus group → feedback is solicited by Subject Matter Experts:

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- Daycare, food, and gift cards are provided
Planning Committee

• Committee made up of:
  Clinic Operations Manager  Case Manager
  Reporting Specialist       Project Manager
  Executive Services Manager Clinical Quality Manager
  VP Clinical Services

• Meet monthly to:
  ✓ Ensure action is taken from patient feedback
  ✓ Decide on subject matter
  ✓ Prepare logistics for upcoming focus group

• Evaluate recruiting efforts
Recruiting

- 2 Patient Voice Forms:
  - 1 ‘Coffee Shop’ form for patient rooms
  - 1 Front Desk form

- Clinica website registration form

- Patient Voice voicemail has been set up

- Patient recommendations from Providers

Each member is approved by Patient’s Care Team
Clinical Recruiting Forms

Patient Rooms:

Clinical is Looking for Volunteer Patient Advisors!

What: Clinical Family Health Services. We are looking for volunteers to help us with patient care.

Where: The clinic is located at 1150 W 72nd Ave, Denver, CO 80221.

Who: We are looking for volunteers who are willing to share their experiences.

When: Meetings are held on the 1st and 3rd Thursday of each month, 6-7 PM.

If you are interested, please contact us at (303) 546-4000.

Front Desk:

Clinica está Buscando Pacientes Asesores Voluntarios!

Quo: Estamos buscando voluntarios para ayudar en el desarrollo de la atención a pacientes.

Donde: La clínica está ubicada en 1150 W 72nd Ave, Denver, CO 80221.

Quién: Estamos buscando voluntarios que estén dispuestos a compartir sus experiencias.

Cuándo: Las reuniones se realizan el primero y tercer jueves de cada mes, de 6 a 7 PM.

Si estás interesado/a, por favor contáctanos al (303) 546-4000.

To express interest in volunteering, please leave a voice mail at (303) 546-4000.

El nombre del paciente y la mejor manera de ponerte en contacto serán guardados en un archivo confidencial.
Tell Us What You Think

You Can Make Us Better

Clinica is your clinic, your medical home. We want to hear your opinions, your ideas and your vision for care provider possible. You can share your thoughts with us in several ways:

- Fill out "Your Comments Count" cards when you go to the clinic. These are available in most of the Clinicas.
- Join our Patient Voice Committee. The Patient Voice Committee is a group of patients that meet regularly to give us feedback about new services or changes in clinic policies and give us ideas on how to improve.

For more information about the Patient Voice Committee, please click on the link below:

2014_Patient_Voice_Committee.pdf
Lessons Learned

• Difficult to get the word out to recruit patients effectively
• Care Team participation is essential for sustainability and growth
• Travel & schedule logistics present a challenge for some patients
• Staff turnover in Planning Committee can be an obstacle
• Institute for Family Centered Care literature is a great resource
• Patients’ opinions trump questions about cost-effectiveness
Thank You

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