

Engaging Patients to Validate QI Processes Session #3

April 8, 2025

Session 3 Agenda

- Welcome
- Small Discussion Groups
- Evaluation Poll
- Reflections and Close out

Welcome!

...Please rename yourself with your full name and CHC affiliation.

Patient Engagement Learning Network



Coach: Lyn Yasamura
PoF: Adults - Preventive



Coach: Lyn Yasamura
PoF: Pregnant People



Coach: Eugenia Black
PoF: Adults - Preventive



Coach: Claire Richardson
PoF: Behavioral Health



Coach: Eugenia Black
PoF: Children



Coach: Denise Armstorff
PoF: Children



Coach: Elena Thomas
Faulkner/Stacey Moody
PoF: Behavioral Health



Coach: Claire Richardson
POF: Adults- Chronic Conditions



Coach: Denise Armstorff
PoF: Adults - Chronic Conditions



Coach: Eugenia Black
PoF: Pregnant People

Small Discussion Groups

Small Discussion Group Prompts

- 1) What QI process are you selecting/did you select for feedback?
- 2) What is your method for getting the feedback?
- 3) What is your next step?
- 4) What question/challenge do you want the group to help you with?

CHC Challenge: Rapid Fire Response Method

- **Step 1:** Facilitator will state your challenge from CHC Report Out
- **Step 2:** Ask those in the room to identify a potential solution and place in chat box
- **Step 3:** Ask CHC team to decide which solution they want to hear more about
- Spend the remaining time discussing this idea

Small Group Discussions

Discussion Room 1:	Discussion Room 2:	Discussion Room 3:
West County (behavioral health)	Valley Community Healthcare (chronic)	Alliance Medical Center (chronic and preventive)
	Alexander Valley (behavioral health)	CMC (pregnant people)
Golden Valley (children)	Asian Pacific (chronic)	Santa Rosa (children)
Open Door (observer)		
Facilitator: Jen	Facilitator: Stacey	Facilitator: Denise

CHC Survey, Reflections & Wrap Up

Foundational Competency

"Engage patients served by your practice to validate any of your proposed process improvements and to propose alternative methods to improve quality in your focus area."

Validation Criteria

A documented patient engagement process in your population of focus

Should include:

- A consideration of those who may be harmed by inequities.
- Where in the improvement process patient input (from patients in the PoF) is obtained
- How patient input is collected (e.g., patient advisory board with minutes, monthly call with notes, patient survey with results, focus group with notes, online surveys, surveys at the end of patient visits)
- How patient input is integrated
- Note: documentation can include a documented conversation between coach and center.

Affinity Group Learning Objectives

1. Advance your team's competency in engaging patients in QI/PHMI processes.
2. Accomplish the needed steps to validate this foundational competency.
3. Define meaningful patient engagement strategies to inform process improvement strategies.
4. Explore how patient engagement can serve as a tool to advance health equity.
5. Exchange insights and experiences with peers.
6. Explore actionable change ideas that can be tested.

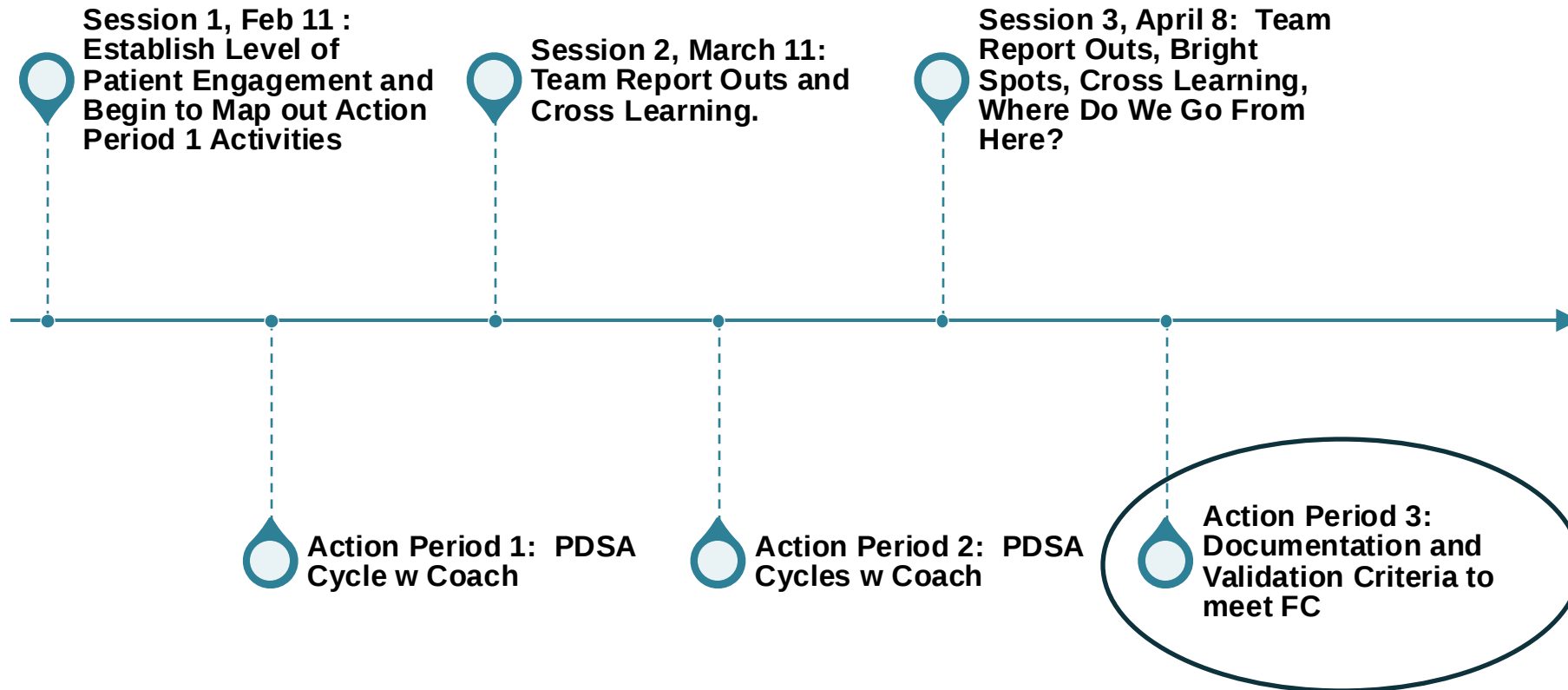
Evaluation Poll

- PHMI Affinity Groups are a three-month engagement that provides content, peer-to-peer learning and action periods where each CHC works with their coach to advance the foundational competency.
- Please take a couple of minutes to fill out the evaluation poll about the following statements for this affinity group.

Reflections on Engaging Patients in QI Feedback

- Please share with us a thought or reflection as you sought feedback from patients. What surprised you? What was an ah ha you had as you moved this work forward?
- To what extent did this advance your understanding of the needs of certain populations you serve?
- Feel free to put a comment in the chat box.
- We'd love to hear from CHC's, Coaches, and SMEs
- Is there interest in having open space to continue these conversations?

Patient Engagement Strategies & Implementation Timeline



Thank you!

- We learned so much from you over these last three months! Thank you for your time, dedication and service to those you serve.
- We will upload the slides and recording for this session on the Cohort Portal.
- Please continue working with your coaches to finish your foundational competency.