



# Engaging Patients as Partners to Design a Patient Centered Primary Care Model

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# Objectives

- Identify the benefits of patient- and family-centered care
- Gain perspective about the value of engaging patients and families as partners, from the physician's and patients' points of view
- Learn how Essentia Health's Primary Care model has been shaped by patients and families



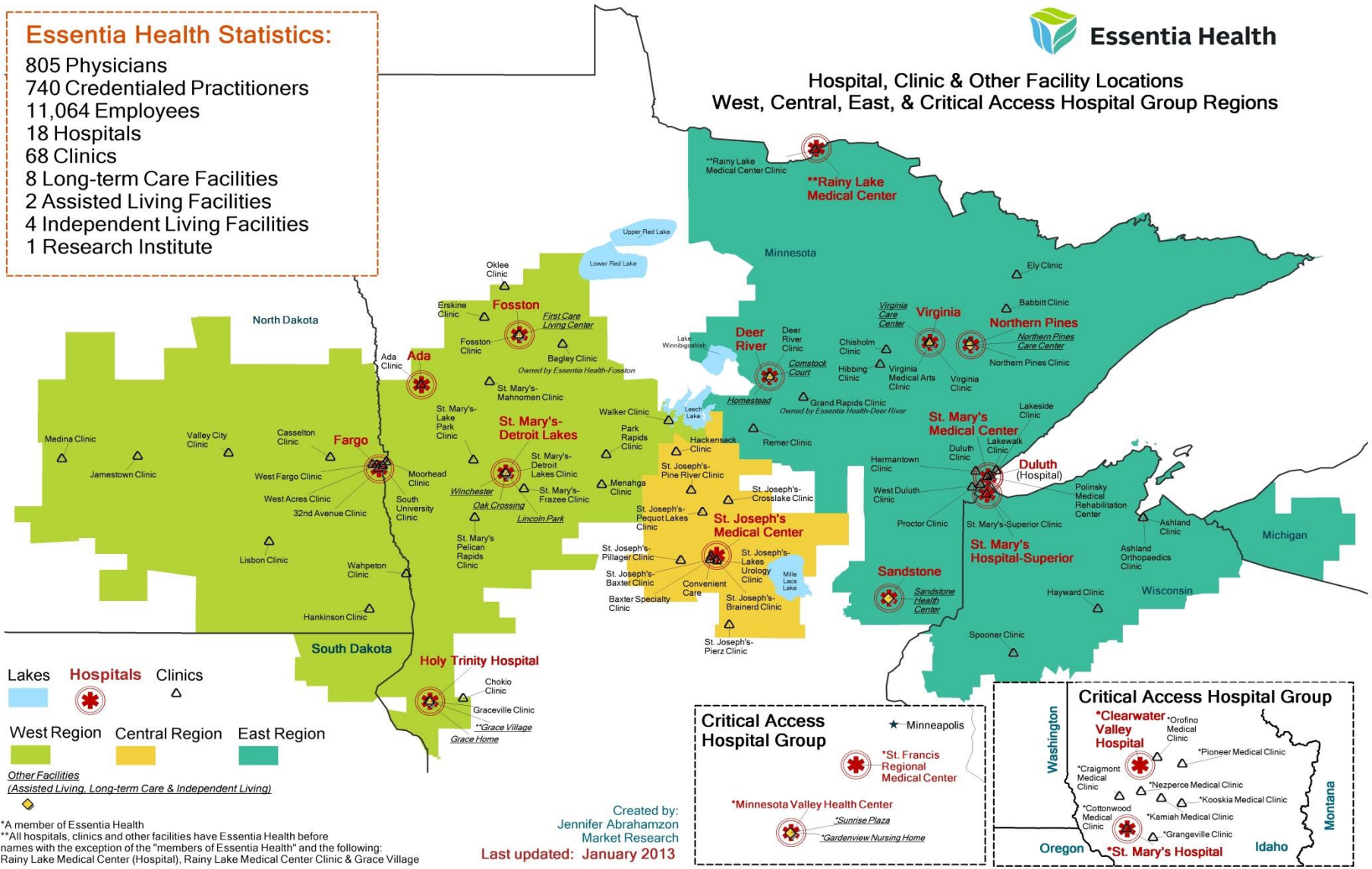
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### Essentia Health Statistics:

- 805 Physicians
- 740 Credentialed Practitioners
- 11,064 Employees
- 18 Hospitals
- 68 Clinics
- 8 Long-term Care Facilities
- 2 Assisted Living Facilities
- 4 Independent Living Facilities
- 1 Research Institute

### Hospital, Clinic & Other Facility Locations West, Central, East, & Critical Access Hospital Group Regions



■ Lakes  
⊗ Hospitals  
△ Clinics  
■ West Region  
■ Central Region  
■ East Region  
Other Facilities  
■ (Assisted Living, Long-term Care & Independent Living)

**Critical Access Hospital Group**  
 ★ Minneapolis  
 ⊗ \*St. Francis Regional Medical Center  
 ⊗ \*Minnesota Valley Health Center  
 ⊗ \*Sunrise Plaza  
 ⊗ \*Gardenview Nursing Home

**Critical Access Hospital Group**  
 Washington  
 Oregon  
 Idaho  
 Montana  
 ⊗ \*Clearwater Valley Hospital  
 ⊗ \*St. Mary's Hospital  
 ⊗ \*Orfino Medical Clinic  
 ⊗ \*Pioneer Medical Clinic  
 ⊗ \*Nezperce Medical Clinic  
 ⊗ \*Kooskia Medical Clinic  
 ⊗ \*Cottonwood Medical Clinic  
 ⊗ \*Kamiah Medical Clinic  
 ⊗ \*Grangeville Clinic

Created by:  
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\*A member of Essentia Health  
 \*\*All hospitals, clinics and other facilities have Essentia Health before names with the exception of the "members of Essentia Health" and the following:  
 Rainy Lake Medical Center (Hospital), Rainy Lake Medical Center Clinic & Grace Village

# Patient and Family Centered Care

- Approach to health care that engages patients and their family members as respected partners, both in their private relationships with their caregivers and organizationally
- Change in culture from one that does things to and for patients to one that partners with patients and families



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# System Centered VS Patient and Family Centered



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# Core Concepts



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# Connecting Patients and Families & Essentia Health



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# Patients and Families as Partners Program

Standard Training for all Patient & Family Partners  
Evaluation Tools

## Advisors:

Share experiences  
and insights with  
physicians, staff and  
administrators on  
ways to improve care

## Mentors:

Provide support  
to patients and  
family members  
who are  
experiencing a  
medical situation  
like their own

## Educators:

Help build  
understanding and  
improve care for  
others by sharing  
their stories with  
physicians and  
staff



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# Primary Care Patient and Family Advisory Councils

- **Councils advise healthcare leaders and members of the healthcare team about a variety of topics, including:**
  - How to motivate patients to take an active part in their care
  - How patients and families might feel about changes in their care
  - The best way to communicate with patients and families
  - Ways to improve processes and systems of care
  - Strategy



# Patient & Family Partners



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# Jon Harkness, Frank Fifo, & Anna Deadrick

- Patient Partner Perspective:
  - Why participate?
  - Value to Patient/Family?
  - What has changed?

# Dr. Matt Luedke, Family Practice Co-Chief Division of Community Clinics

- Physician Perspective
  - Why participate?
  - Value to Practice/Primary Care?
  - What has changed?



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# Patient and Family Impact

- Best Practices for Communication
- Team concept – change in Primary Care Model
- My Health – access to patient information
- Patients engaged at operational level
- Best practices for patient activation



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# Primary Care Patient & Family Advisory Council

I'm  
a Patient  
Partner

We're making healthcare  
better. Join us.

Neil, South Range

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