



Session Title: Moving Ideas into Action in a Virtual World

Presenters: Tara Bristol Rouse, MA, CPHQ, CPXP, BCPA, Partnership Health Advisors

Sue Collier, MSN, RN, FABC, Patient Centered Innovation, Inc.

Lindsey Galli, PFCCpartners

Ellie Hubbard : NODA

Teresa Prouty : I was able to build on literacy ideas that I already knew about

sheila daniels : the racial presentation

Harvey Hellerstein : HEALTH LITERACY AND THE "BRAVE SPACE

Mary K Jones : Literacy Talk back teach back

Risa Hayes : ensure there is space

Marie Scherb : create patient education tools with patients

Cherie Binns : Things look very different from patient perspective than caregiver perspective than HCP perspective

Stephen Hoy : Let's apply health literacy methodology to the entire patient record to build something that both clinicians and patients can actionably use

Jan Lambert : Health equity

Alice Gunderson : Brave Space

Charlene Setlow : Health Literacy

Jennifer Townsend : Engaging patients

chris jackura : NODA here too

Anita Bondshu : What keeps your hospitalized patient up at night!

Terri Savino : health equity

Charlene Setlow : NODA

Libby Hoy : Be very brave and promote equity across all healthcare activities and settings

Ellen Schultz : Ensure there is not only space, but resources and training and investment, and readiness to listen to underrepresented patients at all our tables

Christina Mitchell : no one dies alone

Gina Anderson : create patient education tools

Lucilia Prates : Continue Efforts to Address on Equity and Structural Racism in all areas of our work.

Linda Starnes : The underscoring of the need for Patient/Person and Family voice engaged in all processes and planning

Robert Small : space to underrepresented population "at table"

Norma Ruiz : I guess that we are doing a pretty good job over at my unit. but still lots to learn. I love the videos from Childrens Specialized Hospital.

Lisa Morrise - CAPS : We need to be certain to link stories to actionable improvement and not share stories for their emotional

Meredith Koob : Opening session- I need to step up and be more brave to face racial inequity and inequality issues in our communities

Karleen Ballmer : how important it is to have an involved executive sponsor for your PFAC.

Lisa Morrise - CAPS : We need to be certain to link stories to actionable improvement and share stories for more than their emotional impact.

Jacqueline Beaushaw : There were so many good things discussed but one things was the importance of clear communication (also taking extra steps to make sure you receive diverse feedback and really understand and implement that feedback)

DIANN FOLKERSEN : connect with leadership
Josephine Amadi : Ask pt upon admission if there is anything
Brittany Wilson : culture of safety
Pam Dardess : Really liked what Rosie shared during today's session about sharing with her hospital system that all of the local health care orgs should be on board with consistent messaging around the pandemic. So important these days to have clear, consistent messages w/ focus on collaboration.
Janice Singer : Agree with Pam
Lisa Morrise - CAPS : Skyler says hello to Sue and Tara!
Lindsey Galli : Love the background illustration Sue!
Lindsey Galli : You can download the action planning canvas on the conference session website here: <https://pfccpartners.com/shared-learning-session-patient-centered-innovation-partnership-health/>
Libby Hoy : I want to diversify our PFAnetwork Advisory board
Charlene Setlow : I would like to increase INCLUSIVITY by 5% initially and increase by 5% each year.
Jacqueline Beaushaw : A more diverse group would have more diverse experiences and more comprehensive feedback.
Teresa Prouty : I want to gather a more socioeconomic diverse population representative of our high disparity areas by 10% by the end of FY2021
Alice Gunderson : I want to expand diversity of homeless, young adults, on the Council.
Janice Juvrud : Create, re-assign staff from hospital to develop relationships in the community the hospital serves.
Risa Hayes : I want to have a greater representation of the populations in our four states (to increase diversity by 20% this year) because we are missing important perspectives and experience, and these perspective are necessary in truly improving care for ALL in the community.
Robert Small : We need to hear from all voices, not just the educated, privileged, WASP population to get a true picture of patient health care
Abhi Dalal : Redress unequal treatment in healthcare. Disparities in quality and quantity of healthcare. Better serve patient needs at the micro and macro level.
Charlene Setlow : Community leaders. Educational leaders.
Janice Juvrud : Talk to leaders to gather information about underserved population to commit to building relationships.
Teresa Prouty : Community health outreach staff, big brothers big sisters, churches
Libby Hoy : Promotores programs, community health workers
Lindsey Galli : Community Based Organizations that represent Black, Lantix, Asian, LBGQTQ, and so many more
Jan Lambert : As a PFAC we need to determine how we can make people of diverse backgrounds feel comfortable and welcome.
Abhi Dalal : Ask them what matters to them and address it.
Libby Hoy : Connect with local industry leaders - in Long Beach connect with the Port staff members, others might be the hospitality industry
Lisa Morrise - CAPS : Good point, Jan!
Jan Lambert : Also representatives from mental health community.
Lindsey Galli : That's a great first step! Check your Community Health Needs Assessment to identify
Risa Hayes : I want to ensure EQUITY in our community engagement because we need to hear their voices - more so than others who tend to be louder. Partners? Neighborhood associations, organizations who reach the populations we want to reach yes, checking community health needs assessment.
Lisa Morrise - CAPS : This is a good actionable example of implementing a process. Thanks for the real time walk through.

Mary K Jones : For notice, remember to utilize local media like the radio, CCTV, newspaper. Post physical notices at library and in post office.

Charlene Setlow : Service organizations: offer to do a presentation of your objective(s), goal(s).

Lindsey Galli : It's awesome!

Abhi--Mindfulness : Love the perspective of developing and continuously learning.

Lisa Morrise - CAPS : The data team can help you understand how to request data if you bring them into your process. They often are not used to being asked to help from the beginning of a process. In my experience they enjoy helping the PE team achieve their goals.

Lindsey Galli : Diversity or cultural competence information/training

Janice Juvrud : Relationships among community orgs helpful to know to develop strategy

Karleen Ballmer : patient satisfaction surveys

Mary K Jones : ED Admissions data, the demographics, health issues

Lucilia Prates : How diverse is the leadership at the institution where change is aimed?

Acacia Moises : Family of patient input

Lucilia Prates : What does the patient panel/consumer panel look like, assess the diversity...

Jacqueline Beaushaw : 1) Statistics of the populations you serve 2) Where/how to recruit and support advisors who represent the community you serve 3) What are some barriers to getting new voices to the table?

Charlene Setlow : My apology I must leave this VERY INTERESTING, engaging session for another meeting. Will look forward to the 'published' version. Wish everyone abundance of sanity, patience, and good health.

Sue Collier : Thanks Charlene!

Lindsey Galli : Thank you Charlene!

Sue Collier : Others on the call: What other results do you want to see?

Lisa Morrise - CAPS : Kudos to Tara for her amazing work with filling out this tool in real time!

Libby Hoy : Thanks Charlene! Talk with you soon!

Lindsey Galli : Agreed!

Janice Juvrud : Maybe backing up....know the hospital population. Capacity for creased patients and health services available.

Sue Collier : What results do you NEED to see in your organization?

Libby Hoy : Agreed, Lisa!

Lindsey Galli : Good point Tara! Engagement is new to measurement, I wonder how those steps would differ. Or in research, other areas in healthcare.

Libby Hoy : Great point, Sue! Whether you are developing a QI project in a health system, a research agenda, a QIO PFE plan or others it's important to tie into the structure of your efforts

Teresa Prouty : I have to hop off, thank you sooo much for a wonderful conference! I am excited to go back and view other sessions!

Lindsey Galli : Thank you Teresa!

Harvey Hellerstein : Contact Libby Hoy

Ellen Schultz : Get clear on the questions I'm trying to answer - without that I can't know what the right steps are.

Kate Dunitz : To Do: Discuss this with PFAC tonight on zoom and find community partners.

Ellie Hubbard : Engage our data team to provide current demographic stats.

Libby Hoy : We are so glad you were able to join us Teresa!

Jacqueline Beaushaw : 1) Talk with my supervisor about what I learned and ideas for improvement

Linda Starnes : Share with my work team this form and ideas discussed during this session!

Lindsey Galli : I like the baby steps! A conversation is a great start

Janice Singer : I will share with our CEO tomorrow.

Jan Lambert : Present ideas at next PFAC meeting, first Tues of Oct.

Norma Ruiz : I will share what I've learned in this conference with my leadership and come up with a plan of action on how we will look into improving what we have going on now,

Anita Bondshu : share information with the senior team at my facility

Libby Hoy : Fantastic, Norma!

Kellie Goodson : This has been fantastic Sue and Tara!

Lindsey Galli : Great to hear that Norma!

DIANN FOLKERSEN : Contact the facilitator of the PFAC I am on about ideas and thoughts.

Josephine Amadi : I will share knowledge gained from the conference with my manager, may be we can start PFCC in my unit

Acacia Moises : I am going to share with co-workers

Lindsey Galli : Way to go Sue and Tara!!

Lindsey Galli : Great idea Josephine

Sue Collier : Excellent to-do lists!! Thank you for sharing your action steps!

Libby Hoy : Thank you so much Tara and Sue! Great session to move all that we learned into action!

Action planning virtually CAN be done!

Lisa Morrise - CAPS : Messing with things to adapt them to local needs is important for all of us to consider when looking at off the shelf tools.

Sue Collier : IT CAN BE DONE!

Sue Collier : Agree Lisa!

Lindsey Galli : Absolutely! That is the beauty of these virtual tools that can be adapted to any setting

Sue Collier : Tell Skyler hello!

Cindy Scollard : Metro Health Center Group Team will share the Information learned with our PFAC.

Robert Small : Not a fan of "Zoom" meetings. Too many opportunities for distractions. I stay more focused at live sessions. Will Zoom until I don't have to!

Libby Hoy : Excited for you to take that step Cindy! It's a perfect prep for our Core Competencies program next month!

Harvey Hellerstein : Do you have other platforms than zoom?

Stephen Hoy : Zoom or bust! Ha!

Lindsey Galli : There is nothing like the in-person sessions Robert! We all miss them. But thankful to have technology to still connect

Lindsey Galli : We like Zoom the most! But there are others like Adobe Connect, Webex, Google Hangouts, Skype

Ellen Schultz : I have to sign off for another meeting. Thanks for such a great conference! Congrats to the PFCCpartners team on 10 great years - and looking forward to 10 more :)

Lindsey Galli : Thanks so much Ellen!

Libby Hoy : Glad you were with us, Ellen! We look forward to 10 more years of partnership!

Libby Hoy : Lindsey, remember your "silence" training days????

Sue Collier : Pregnant pauses are good things....

Lindsey Galli : I've learned to embrace the silence and now I thrive off of it!

Sue Collier : Are these tips useful? Chat your thoughts....

Barbara Kivowitz : I recently had the experience with a community group that not everyone has computer/iPad/iPhone or internet access; or may not have privacy. Need to have alternatives available

Sue Collier : We assign someone to pay attention and remind the unperson team of the remote participant.

Sue Collier : In person team...

Sue Collier : Barbara: Good point about privacy!

Lindsey Galli : That's an important point Barbara. Check in with all participants to understand their tech needs and support accordingly

Sue Collier : Download these slides - lots of great alternatives to manage virtual sessions!

Sue Collier : Tara rocks!

Robert Small : Good job panel!

Sue Collier : Steal the canvas shamelessly....

Robert Small : Will share ideas with my Kaiser PAC

Sue Collier : The toughest step is often the first step

Barbara Kivowitz : where are Tara's slides?

Lisa Morrise - CAPS : Sue and Tara both rock! Great tips - understanding how to best use remote learning and meeting is very needed right now. Thanks for providing this info!

Risa Hayes : Can you share the chat transcripts with the session slides also? All of the chats were fantastic! and full of rich ideas, conversations, and resources! please please :)

Linda Starnes : I will say that some on our work team are techd out in having to learn how to use so many new apps, platforms, etc.; remember how to use them from meeting to meeting; and all the virtual meetings in combination with the new tech. That's when we need to remember mindfulness moments, ask folks to look away to a far off, outside view, etc. We all need less screen time, at times. That said great meeting, planning ideas!

Risa Hayes : Yay!!

Sue Collier : Linda - thank you - agree!

Stephen Hoy : Chats, recordings, tools, will all be available. We will additionally be creating artifacts from our virtual skills exchange

Pam Dardess : Thanks everyone for this session, along with all the others. Special thanks to PFCCpartners for creating a community for learning together.

Risa Hayes : Thanks to everyone for a great conference!!

Kellie Goodson : Thanks for a great conference PFCCPartners friends and family!

Barbara Kivowitz : Thank you PFCC and presenters!!!!

Robert Small : How do we claim continuing education credit?

Stephen Hoy : CEU survey links will be in your email soon.

Abhi--Mindfulness : Wonderful conversation.

Abhi--Mindfulness : May you all be happy, healthy, and peaceful.

Sue Collier : Abhi - you started my work day with joy

Lindsey Galli : Thank you Abhi! You set the tone for a mindful day!

Bev Crider : Thank you all! Great conference!

Lindsey Galli : You can find slide decks and will be able to access recordings for each session here: <https://pfccpartners.com/2020-pfcc-conference-a-virtual-skills-exchange-agenda-with-links/>

Stephanie farrow : thanks so much. this was an excellent conference. great and insightful information.

Lindsey Galli : Patient Family Advisors! Join the PFAnetwork by clicking the orange button on the website here: <https://pfanetwork.org/>

Sue Collier : WOO HOO to the team!

Bill Adams : Thanks everyone! Great job!

Kellie Goodson : Thank you!

Allison Dunagin : Thank you!

Anaise Avakian : Great job everyone!]