



Session Title: Partnership Panel Discussion

Presenters: Rosie Bartel, Bellin Health,
Carlos Benievedes, Rancho Los Amigos Rehabilitation Center
Eli Quisenberry, Virginia Mason Health
Gilbert Salinas, Rancho Los Amigos Rehabilitation Center
Libby Hoy, PFCCpartners (Facilitator)

Terri Savino : hello from Middlesex Health, Middletown CT

Abhi Dalal : Welcome Terri. Thank you for joining today's mindfulness exercise. I look forward to leading everybody soon.

Libby Hoy : Good morning everyone! What a powerful day of sessions we had yesterday. And of course a very special moment to celebrate our 10th year. Looking forward to another day to stretch our thinking!

Laura Jackson : Good morning everyone! Excited for another day!

Margaret Blackwell : Good Morning!

Acacia Moises : Good morning every one

Sue Collier : Happy Tuesday from NC. Sue Collier

Tramaine Smith : Good morning

Cindy Scollard : Metro Health Center Group Team from Los Angeles, CA

MINDFULNESS EXERCISE

Lindsey Galli : Thank you Abhi!

Mary Schramke : wonderful start to my day!!!

Janice Singer : lovely

Sue Collier : My heart is full thank you Abhi.

Jacqueline Beaushaw : Thank you Abhi!

Stephanie farrow : this was an awesome meditation. I love this! thank you Abhi.

Kellie Goodson : "May all beings be peaceful and safe from harm." Love it!

Tramaine Smith : Thank you

Laura Jackson : Thank you Abhi!

Abhi Dalal : I appreciate everybody's attention. My email is ad4839@berkeley.edu

PATIENT PARTNERSHIP PANEL

Maurice Myles : Goodmorning from Los Angeles ca

Kellie Goodson : We all want to be like Libby someday!

Teresa Prouty : Thank you Rosie! Bless you for taking a negative situation and turning it into a positive and educating and being a change maker!

Stephen Hoy : Way to make Libby blush, Rosie

Dorothy Winningham : She is a great connector. I love her.

Eileen Esposito : "if you haven't experienced Libby Hoy, you haven't experienced life"! Great quote Rosie. I couldn't agree more!

Lindsey Galli : Totally agree Rosie! But I also want to be like you one day :) always positive and SO resilient

Teresa Prouty : Thank you for being an inspiration Carlos!

Teresa Prouty : Thank you Gilbert! Your voice is making a difference for many people!

osahon Ekhaese : ++Carlos and Gilbert. Great to see you both. Thank you both for all you do. Inspirational.

Teresa Prouty : Thank you for being so honest in your way of being involved with patients and families Eli!

Erica Steed : That's truly co-design.....LEAN Methodology/Process Improvements/PFACs...Bravo!!!!

Lorna Tirman : Thank you for bringing up one of my biggest concerns right now not allowing patients to have family or advocates with them which we know is one of the better ways to provide patient and family centered care. Curious how others are engaging families right now?

Jennifer Baisa : Eli, I appreciate your work so much! Thank you for embracing elements of "human centered design" and keeping the patient and family at the center!

Kellie Goodson : Those surveys are important - so thank you for participating in them! Health systems really do pay attention to those results.

Sue Collier : I love that Rosie - would you share the Telehealth "how to"?

Lindsey Galli : I love that Rosie!

Charlene Setlow : I look forward to the day when patients are consistently the center. I'm currently facing not being able to accompany my life partner with dementia in two of his doctor appointments; excuse given is COVID-19. AMAZING to me!

Lindsey Galli : You can find the Virtual Visit Guide on the PFAnetwork website here:

<https://pfanetwork.org/national-hit-pfac/>

Teresa Prouty : I looked at COVID as an opportunity to engage those who had previously wanted to be part of various quality improvement projects, hospital acquired condition committees and our advisory council's. We use Microsoft Teams and it has been wonderful! After struggling to a parent to sit on a HAC committee, going virtual helped us to be able to finally engage them. We even developed a closed "parent partner insiders" FB page to ask questions and place surveys!

Dorothy Winningham : I would like to have the "how to" as well.

Jacqueline Beaushaw : I would love to see it as well!

Janice Juvrud : Rosie, Such useful information. Is it ok to share the "how to" you and Lindsey created?

Alice Gunderson : Rosie, great idea about tele-health information for patients. Can we get a copy of your information.

Teresa Prouty : Thank you Rosie for sharing! Would love to see what you helped to create!

Stephen Hoy : <https://pfanetwork.org/national-hit-pfac/>

Stephen Hoy : How to Telehealth guide available on the network website.

Lindsey Galli : Thanks Stephen!

Linda Starnes : Hello from Orlando! Eli, and All. I'm working on QI learning for patient/family partnerships specifically looking for ease of gaining/understanding QI information for those who have not been exposed to the topic before. Leveling information to increase ability to engage in QI initiatives by patient/family leaders would be so helpful. Thanks for any suggestions of QI learning resources in plain language, easy learning access, etc. is so appreciated! Linda Starnes, Statewide Family Leader, FL Dept. of Health CMS-Title V Office

Stephen Hoy : Hi Linda - <https://pfccpartners.com/quality-improvement-basics-for-pfas-2/>

Leslie : Thsnk you Gil and Carlos for serving as a leader in the patient and community voice for LA County!

Linda Starnes : Thanks @StephenHoy " I'll be sure to check this link out!

Bill Adams : What is being done to connect patients electronically who lack either the resources or the knowledge of how to use it?

Charlene Setlow : Thank you Eli for your inclusivity - Alaska, remote areas of Idaho, Washington, etc.. I would imagine electronic access is not optimum. I have a network contact in Lewiston, Idaho who may assist in expanding those networks.

Julia Slininger : Libby- "offload that burden" is such a wonderful phrase- thank you!

Sue Collier : Eli - great to hear "the good, the bad, and the ugly". what else have you learned that would help leaders transition to virtual connections, esp. if they are responsible for "making change happen"?

Mary Schramke : I am working on a couple Sutter Health Quality Improvements projects virtually and I am part of a pilot where I have access to shared folders on the Sutter internal network via Microsoft teams. I have the same technical support that the staff has and it has helped me get connected and work from the same files for everyone on the team.

Sue Collier : You are describing the foundations that must be established and sustained to ensure PFE doesn't become a "nice to do" during a crisis.

Bill Adams : Good for you Rosie!

Roger Lacoey : Hi All, Roger Lacoey here from Des Moines Iowa

Greg Merritt : How might every "critical incidents team" include patient/family as authentic and full partners (with appropriate training) to assure this voice/expertise is in the room and includes this perspective? What might have we learned had this been the case before and after the pandemic hit?

Robert Small : Carlos-you have it covered well for you and your friends

Sue Collier : Greg - love that idea!

Bill Adams : Hope we do better on telehealth than we have done in the medical record world.

Acacia Moises : Thank you for sharing your ideas I will be implementing some

Stephen Hoy : Healthcare is the last industry to adopt technology. Yes we have amazing technology in the science of medicine. But haven't tapped it for the art of healing and promoting health

Kim Werkmeister : Amen Stephen!

Robert Small : Due to Covid-19 tough choices have to be made by the medical experts adhering to guidelines established nationally in regard to accompanying and visiting patients in health facilities.

Rosie Bartel : So true!

Stephen Hoy : Eli - what about triage and access support?

Bill Adams : Telehealth is an example of national policy either helping or hurting.

Windy LAC DPH : HHS has relaxed some HIPAA standards relating to virtual platforms. My team is working on getting internet access to our families for tele-health pediatric conferences and/or other tele-health services.

Kellie Goodson : I got my flu shot at CVS!

Dorothy Winningham : That's true. There a host of patients in VA that does not have the equipment or the resources (internet) for telehealth this was discussed on an earlier meeting today.

Linda Starnes : My alma mater, the Univ. of TN, has student nurses who have passed appropriate certifications, providing "sidewalk shots" on campus for all.

Robert Small : I am a pharmacist who administers vaccines.. Sounds like a great idea to reduce potential infection transmission.

Pam Dardess : I love that re: changes due to COVID that should stay around. Our pediatrician is doing drive-through flu shots this year that are SO easy, and they were able to do our whole family in one fell swoop this weekend, including adults (which they couldn't do before).

Kellie Goodson : Making flu shots free and convenient will go along way to making us all safer and healthier

Teresa Prouty : We offer flu shots for free to our inpatient families

DIANN FOLKERSEN : Many people may know how to use their phone, but not have access to data or wi fi services that is dependable and or consistent. Maybe our voices need to reach out to development of infrastructure so they can have access to wi fi or data services.

Teresa Prouty : We also will provide the flu shot for families in our outpatient pharmacy

Mary Schramke : The Digital divide --recent study data links in todays NY Times article.

https://messaging-custom-newsletters.nytimes.com/template/oakv2?campaign_id=158&emc=edit_ot_20200922&instance_id=22414&nl=on-tech-with-shira-ovide&productCode=OT®i_id=48551731&segment_id=38724&te=1&uri=nyt%3A%2F%2F%2Fwww.nytimes.com/2020/09/22/techn

Greg Merritt : What if we had mixed used facilities - schools, libraries, senior centers, etc. where telehealth could be offered? What might it take to partner in communities to think about telehealth in new ways?

Robert Small : Everyone get their flu shot ASAP and when there is a viable Covid-19 vaccine, jump at the chance to get immunized.

Kellie Goodson : Great advice Rosie! Communication is key to build trust.

Charlene Setlow : Many physicians should be included in telemed education. Many are not interested in participating to the detriment of their patients.

Dorothy Winningham : Rosie that is true...trust is an issue at this time.

Sharon Rose : Clear, consistent communication is the key

Jennifer Baisa : We stood up listening session with patients regarding receiving care during COVID

Teresa Prouty : I agree Libby, throw out the table!

DIANN FOLKERSEN : Reach out in the communities - the schools, the churches, as well as medical facilities and ask the questions to the broader community.

Sue Collier : Truth Rosie!

Maria Pellerano : Rosie, this is absolutely on target.

Dorothy Winningham : That is so true Rosie.

Lorna Tirman : I totally agree about the cup of coffee!

Ellie Hubbard : When we send response letters to patients when they have a complaint, we provide the information on how to become a PFA and get involved in improvements.

Erica Steed : The coffee lady, transporters, cafeteria staff and EVS know....

Greg Merritt : What if there was a long term goal of finding people "from the community" to pursue medicine/healthcare careers (e.g. how many "outreach" programs are focusing on grade school students) What if patients in that community was asked/invited to be patient mentors to clinicians?

Teresa Prouty : Correct Gilbert! We need to bring the PFAC to the People! Not bring the People to the PFAC

Cherie Binns : We have written into our charter that terms are three years in length and an individual may be reelected to a term but must come off for at least a year prior to continuing service.

Rosie Bartel : PFAC Meeting doesn't have to be at the healthcare facility. Think about community sites.

Janice Juvrud : Just want to support that thinking.....imagine PFAC members meeting with community orgs where they meet.

Janice Juvrud : Asking community org members what they want to know, what is important to them?

Cherie Binns : PCORI calls this cross pollination

Robert Small : Great job panell!

Teresa Prouty : We were looking prior to COVID to meet in churches, libraries, ect

Charlene Setlow : EASY access to coffee at McDonalds! Good thought!

Maria Pellerano : Great job!!

Erica Steed : Teresa...I agree churches

Roger Lacoey : Thank you all

Maria Pellerano : Drinking coffee in the lobby!

Ellen Schultz : Take engagement to where the people are, instead of asking people to engage where the system is.

Linda Starnes : Even the local food courts at a Mall â€¦ they are pretty empty these days. Thank you!
Terri Savino : thank you
Charlene Setlow : Thanks all for sharing with your time and experience