



# Co-Design for Better Care

Monthly Support Webinar  
April 28, 2015

# Agenda

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1. Program Updates
2. Team report-out: shadowing and identified opportunities for improvement
3. Best practices for forming the working group and inviting the patient to the table
  - Michelle Bulger, PFCC Innovation Center
4. Evaluation and Learning Overview
  - John Snow, Inc.

# Program Updates

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- Monthly support webinars
- Ongoing coaching support
- Evaluation strategy meetings with JSI

# Team Report-Out: Shadowing and Opportunities for Improvement

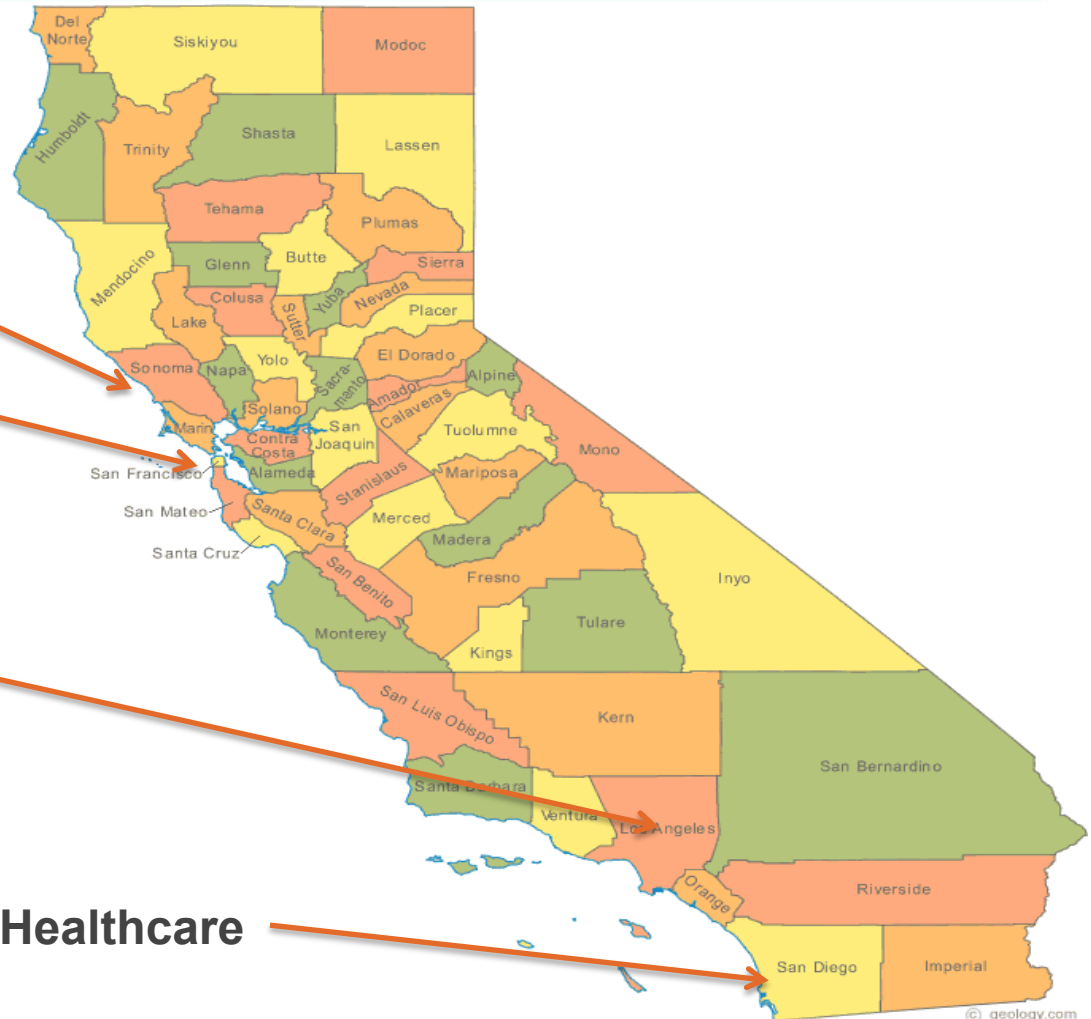


**Santa Rosa Community Health Centers**

**Silver Avenue Family Health Center**

**Northeast Valley Health Corporation**

**Neighborhood Healthcare**





# The PFCC Methodology and Practice: Shadowing and Forming your Working Group

**Presented by:  
The PFCC Innovation Center  
of UPMC**

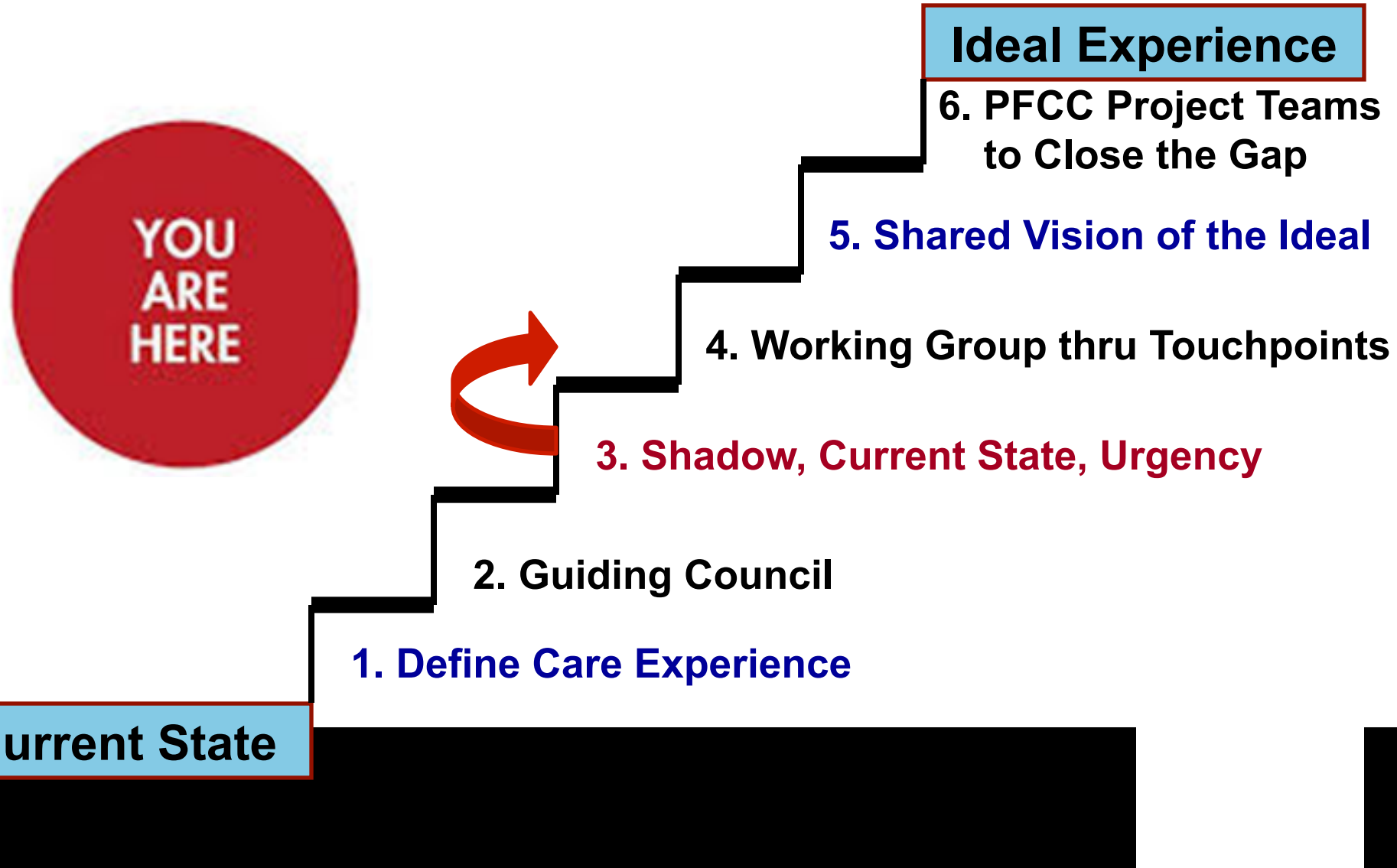
**April 28, 2015**

**[anzeloneml@upmc.edu](mailto:anzeloneml@upmc.edu)**



# Shadowing – What's Next?

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## **Care Giver**

**Any person within a care setting whose work directly or indirectly touches a patient's or family's experience.**

## **Touchpoints**

**Key moments and places within the care setting where patient and family travel during their care experiences.**



# Forming your Working Group

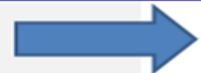
## Crosswalk to Member List

### Touchpoints:

- Ambulance
- Registration
- Triage
- Exam Room
- Transport
- MRI
- Social Work
- Lab
- Housekeeping
- Pharmacy

### Care Givers:

- EMT
- Attendant
- Nurse
- Physician
- Transporter
- Technician
- Social Worker
- Phlebotomist
- Housekeeper
- Pharmacist



### WG Member

- Chris
- Jess
- Kelly
- Dr. Barnes
- Taylor
- Cam
- Terry
- Jordan
- Casey
- Sam



# Putting the Patient at the Center

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# Ways to Include Patients/Family

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- **Invite a patient to join your working group**
- **Form a project team around patient participation**
- **Use existing guiding councils or advisory boards to act as patient consultants on projects**
- **Patient stories**
- **Video interviews**
- **Ideal story participation**



# Things to Consider

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- **Prepare your team and the patient for participation**
- **Which patients will you invite?**
  - Current vs. past patients
- **Mentoring patient participants**
- **Consider a “term” of participation**
  - 3 months, 6 months, etc.



# What's Next?

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- **Invite a care giver from each touchpoint to join your PFCC Working Group**
- **PFCC Working Group Kickoff**
  - **Make it special**
  - **Deliver Shadowing Report**
  - **Establish weekly meeting schedule**

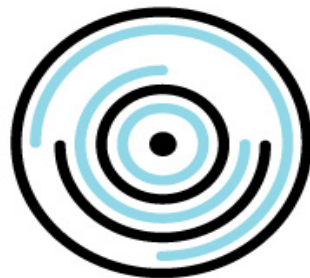


# Questions?

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***Thank You!***



**PFCC** INNOVATION  
CENTER =  
PATIENT AND FAMILY CENTERED CARE



# **Co-Design for Better Care**

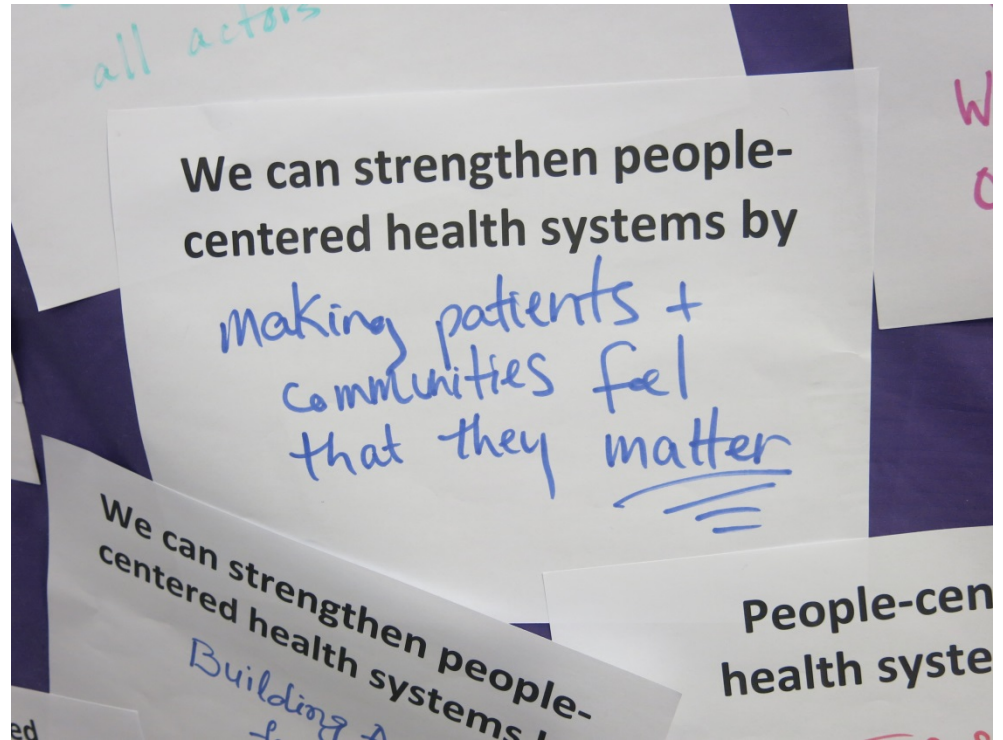
## **Evaluation and Learning Overview**

Karuna Chibber, DrPH  
Jenette Spezeski, MPH  
John Snow, Inc. (JSI)

Prepared for CCI, April 28, 2015

# Who is JSI?

- Public health research and consulting organization
- Focus on vulnerable populations
- Extensive experience supporting safety-net organizations



# JSI's Role in the Co-Design for Better Care Program

1. Overall E&L Plan development with CCI
2. Evaluation strategy plan development with grantees

# Why Evaluation & Learning?

- Track progress to achieve desired goals
- Measuring program effectiveness
- Understand the applicability of PFCC Methodology to safety-net context



# What do we hope to learn?

- To what degree can the PFCC methodology work given the unique characteristics, strengths and challenges of the safety-net context?
- What was the process of implementing the PFCC methodology in the safety-net context?
- Among outcomes that can be measured in the short program duration, what was achieved?
- What are the factors enabling/limiting application of this methodology?

# Guiding Principles

- Minimize data collection burden
- Emphasis on continuous learning and reflection
- Design that is adaptable, flexible and responsive to emergent needs
- Attention to context
- Focus on Results, Process and Relationships

# JSI's Activities

1. Overall E&L Plan development with CCI
  - Evaluation questions
  - Data collection strategies
2. Evaluation strategy meetings with grantees
  - Outcomes and indicators
  - Measurement strategies
3. Provide technical assistance



Questions?

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