Agenda

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

- 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
Shadowing – What’s Next?

1. Define Care Experience
2. Guiding Council
3. Shadow, Current State, Urgency
4. Working Group thru Touchpoints
5. Shared Vision of the Ideal
6. PFCC Project Teams to Close the Gap

Current State

Ideal Experience
**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

<table>
<thead>
<tr>
<th>Touchpoints:</th>
<th>Care Givers:</th>
<th>WG Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>EMT</td>
<td>Chris</td>
</tr>
<tr>
<td>Registration</td>
<td>Attendant</td>
<td>Jess</td>
</tr>
<tr>
<td>Triage</td>
<td>Nurse</td>
<td>Kelly</td>
</tr>
<tr>
<td>Exam Room</td>
<td>Physician</td>
<td>Dr. Barnes</td>
</tr>
<tr>
<td>Transport</td>
<td>Transporter</td>
<td>Taylor</td>
</tr>
<tr>
<td>MRI</td>
<td>Technician</td>
<td>Cam</td>
</tr>
<tr>
<td>Social Work</td>
<td>Social Worker</td>
<td>Terry</td>
</tr>
<tr>
<td>Lab</td>
<td>Phlebotomist</td>
<td>Jordan</td>
</tr>
<tr>
<td>Housekeeper</td>
<td>Housekeeper</td>
<td>Casey</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Pharmacist</td>
<td>Sam</td>
</tr>
</tbody>
</table>
Putting the Patient at the Center
Ways to Include Patients/Family

- 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

• 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?

• 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
Thank You!
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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