

# Hearing from the patients themselves: Patient Advisors share their experiences

**Royster Miles**, Family Health Center, San Francisco ,CA

**Harrison Maina**, Malden Clinic, Cambridge Health Alliance, MA

**Bryant Campbell**, Providence Medical Group, Portland, OR

**Ali Mischke**, Union Square Family Health, Cambridge Health Alliance, MA

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PATIENT ENGAGEMENT WEBINAR SERIES | AUGUST 16<sup>TH</sup>, 2017



# Webinar Series Overview

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- Series of webinar presented by University of California, San Francisco and Center for Care Innovations
- Goal: to share strategies and tools to promote patient engagement within the primary care safety net
- Content is interactive and based on your needs – feel free to ask questions!

# Our Team

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Anjana Sharma, MD  
Assistant Professor of Clinical Family  
and Community Medicine



Beatrice Huang, BA  
Clinical Research Coordinator



# Today's Presenters

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**Royster Miles**  
Family Health Center  
San Francisco, CA



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

**Harrison Maina**  
Malden Clinic  
Cambridge Health Alliance, MA



\*All views expressed are of the individuals and not of the organizations

# Today's Presenters

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**Bryant Campbell**

Providence Medical Group  
Portland, OR



**Ali Mischke &**

**Amberly Ticotsky, RN BSN, MPH**

Union Square Family Health  
Cambridge Health Alliance, MA



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San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

# Meet the advisors

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ROYSTER MILES

*FAMILY HEALTH CENTER, SAN FRANCISCO, CA*

# Royster Miles



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



- Family Health Center, San Francisco, CA
- 2 years as patient advisor
- Greeter that loves to provide empathy and sincerity
- Very passionate about being a patient advisor and giving back



# How I got involved with the PAC

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- Was participating at the Wellness Center prior to and attended classes
- Went to Summer Fest and some volunteers recruiting. Talked to the volunteer department recruiters and got started and it all went uphill from there
- Our patient advisory council meets monthly and is made up of 6 patient advisors
- My role with PAC has changed over the years
  - Started out as a soldier, now more of a general and being more nurturing and listening





# How has the PAC impacted me?

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- It has untied my hands and voice an opinion in a way I have never been able to do that
- I can convey to other people what I think, and it is very important to me as a patient here
- It makes me feel good to give back and to help people
- It allows me to implement all the skills and knowledge that I have to give back

# Meet the advisors

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HARRISON MAINA

*MALDEN CLINIC -CAMBRIDGE HEALTH ALLIANCE, MA*

# Harrison Maina



- Cambridge Health Alliance, Malden Clinic
- 1 year as patient advisor
- African Immigrant Community News Reporter, Msc- Applied Behavior Analysis Student, Regis College, MA.
- Studied computer programming at Boston University that has helped me apply the skills learnt to create a platform that is helping network many African immigrants in Boston and beyond for crucial information and access to much needed services.

# How I got involved with the PAC

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- 1. Our PAC is led by a doctor working with a team of several other doctors and some representatives from the front office and admin staff.

We have about 10 patient advisors who meet once a month every Wednesday together with doctors and admin staff. A new guest from the CHA leadership across the entire health system is invited for each meeting to share new developments at the hospital and answer questions from the PAC.

We have about 10 very enthusiastic patient advisors.

- 2. I heard about the PAC through my doctor, Nicole O'Connors.
- 3. There was not training or orientation- just show up at a meeting and get introduced to the other members. Our main goal is to brainstorm for problem solutions related to patient experiences while at the clinic for hospital visits so we did not get any training.

# How has the PAC impacted me?

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- 1. I feel the Malden clinic takes very seriously the quality of care their patients are receiving and is always engaged in finding new ways to improve the experiences and outcomes for all patients regardless of race, gender, income, social or other backgrounds.
- 2. I now know that the doctors and administration staff at my clinic are actively and genuinely doing everything they can to have their patients receive the highest quality care possible and ensuring the patients can express themselves without any inhibitions.
- 3. It has helped the doctors and other staff stay on top of the game at providing high quality care and services as they know the patients via the PAC are actively reviewing things that are not working well and suggesting solutions.

# Meet the advisors

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BRYANT CAMPBELL

*PROVIDENCE MEDICAL GROUP, PORTLAND, OR*

# Bryant Campbell



- Providence Medical Group
- Advisor for 6 years
- Equity and Inclusion Director
- Dedicated to bettering the patient experience through sharing stories, experiences and contributing to conferences, seminars, webinars and life experience!

# How I got involved with the PAC

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- Executive and Clinic level PFAC's
  - Monthly meetings
  - 1 to 3 hour meetings
  - 5 to 12 advisors
- In person invitation to join PFAC from local doctor
- In person orientation and onboarding

# How has the PAC impacted me?

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- Closeness, openness, interest are better aligned
- Transparency, clarity in process, buy in for changes, heighten understanding
- Patients are at the core of decision making. Feeling that staff care and patients are more than a number.

# Meet the advisors

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ALI MISCHKE & AMBERLY TICOTSKY  
*UNION SQUARE FAMILY HEALTH- CAMBRIDGE  
HEALTH ALLIANCE, MA*

# Ali Mischke & Amberly Ticotsky

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Ali is a full-time structural integrator, part-time yoga teacher, and patient partner. Her first career was in user experience.

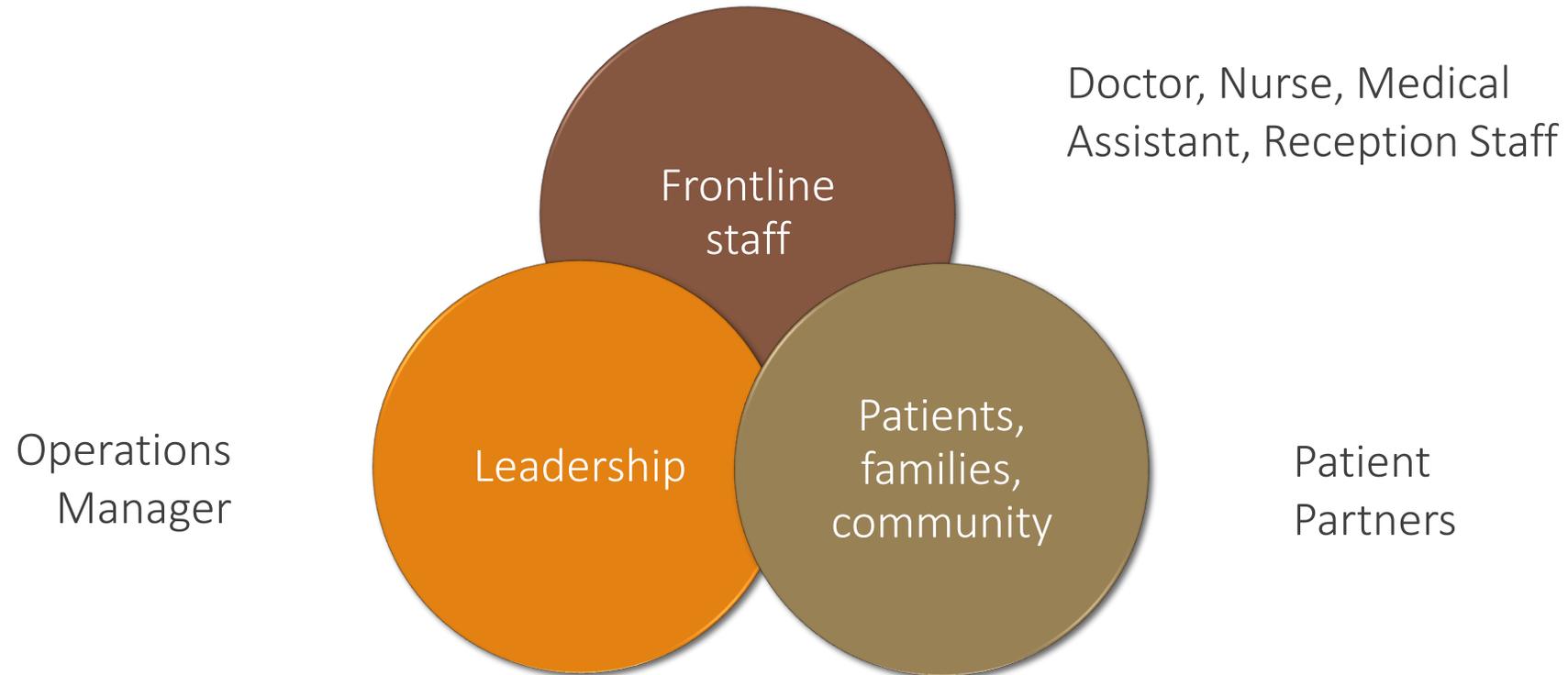


Amberly is a staff nurse at the clinic. When not working, she is busy with her 1-year-old son.

- We both like data and dreaming about new workflows!
- Co-lead the Performance Improvement Team (PIT) at Cambridge Health Alliance/Union Square Family Health

# PIT: Aligning three perspectives

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# Challenges of including patients

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## For patient partners

- **Trust:** believing criticism won't affect care
- **Language:** Medical jargon, inside info on inner workings
- **Communication:** Staying in the loop when not on site
- Keeping in mind how I am and am not representative



## For staff

- **Trust:** willingness to talk openly in front of patients about clinic problems
- **Language:** Translating medical jargon
- **Communication:** Language barrier limits recruiting
- Leadership commitment/budget
- Maintaining confidentiality of protected health information

# How has PIT impacted me?



- Increased connection to clinic
- Growth of process improvement skills
- Behind-the-scenes view
- Pride at making a difference in a safety net organization

# How has patient inclusion impacted the clinic?



- Patient communication
- Project selection
- Assumptions are questioned
- Humanizes patient
- Immediate feedback

# Advice

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- Prioritize team-building. Keep it fun!
- See patients as allies, not threats
- Consider balance of skills on the team
- Respect patients' time
- Patients advocate for and gather other feedback

# Questions?

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