

INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

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INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE &



Building Mutually Beneficial Partnerships

October 20, 2017
Washington, DC



Kumpriapsua

ברוך הבא

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受欢迎的

Sohm swaakohm

مرحبا **Welcome!** 歡迎

Bienvenidos

Svaakeatang

selamat datang

환영하다

Willkommen

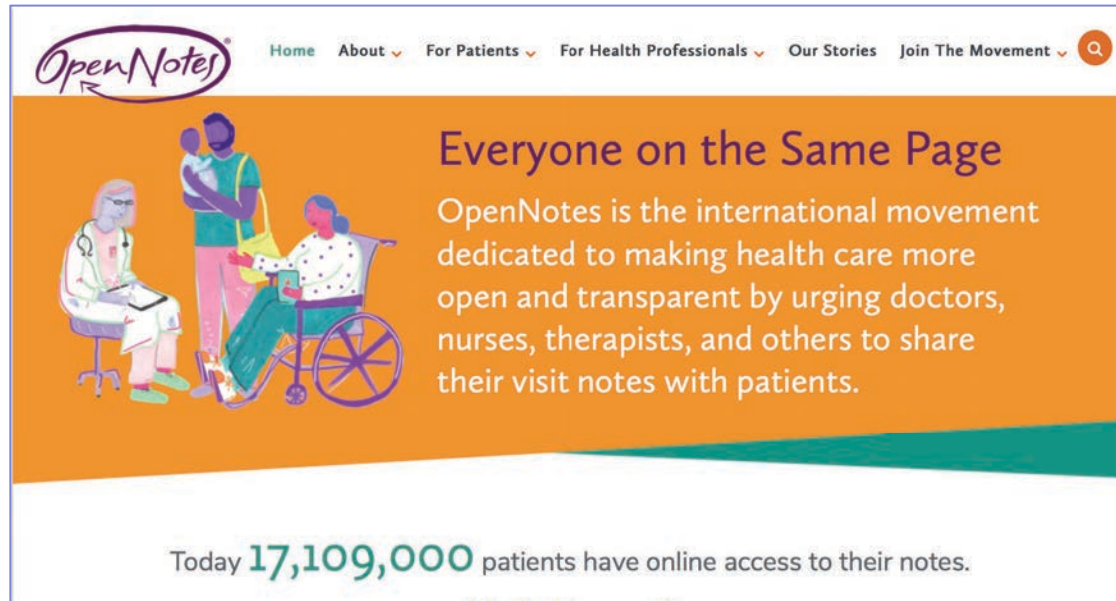
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INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE & *OpenNotes*

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OpenNotes

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Everyone on the Same Page

OpenNotes is the international movement dedicated to making health care more open and transparent by urging doctors, nurses, therapists, and others to share their visit notes with patients.

Today **17,109,000** patients have online access to their notes.

Thank You



Patient- and Family-Centered Care Core Concepts

- ◆ People are treated with **respect and dignity**.
- ◆ Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- ◆ Patients and families are encouraged and supported in **participating in care and decision-making** at the level they choose.
- ◆ **Collaboration** among patients, families, and providers occurs in policy and program development, QI and safety, professional education, and research as well as in the delivery of care.





Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.



Challenges at the Intersection of Team-Based and Patient-Centered Health Care

Insights From an IOM Working Group

Matthew K. Wynia, MD, MPH

Isabelle Von Kohorn, MD, PhD

Pamela H. Mitchell, PhD, RN

are used to describe team-based care, th
ful. Is the patient the quarterback? Th
has a different quarterback or coach e
would this vary according to the team's p
for example. teams for patients receiv

“In high-functioning health care teams, patients are members of the team; not simply objects of the team’s attention...”



THE VISION

A health system that performs optimally in promoting, protecting, and restoring the health of individuals and populations, and helps each person reach their full potential for health and well-being.

CORE GOALS

Better Health
& Well-being

High-Value
Health Care

Strong Science
& Technology

ACTION PRIORITIES

- Pay for value
- Empower people
- Activate communities
- Connect care

ESSENTIAL INFRASTRUCTURE NEEDS

- Measure what matters most
- Modernize skills
- Accelerate real-world evidence
- Advance science

“Vital Directions for Health and Health Care” National Academy of Medicine

- ◆ “...reforms need to ensure that patients and families are fully informed and able to participate as partners in determining outcomes and values for their own health and health care.”
- ◆ “Empowering individuals to make informed, personal health decisions requires giving them ownership of their own health data . . .”

“Vital Directions for Health and Health Care: Priorities from a National Academy of Medicine Initiative,” National Academy of Medicine, 2017.



A Key Lever for Leaders . . . Putting Patients and Families on the Improvement Team

In a growing number of instances where truly stunning levels of improvement have been achieved...

*Leaders of these organizations often cite — putting **patients and families in a position of real power and influence, using their wisdom and experience to redesign and improve care systems** — as being the single most powerful transformational change in their history.*

Reinertsen, J. L., Bisagnano, M., & Pugh, M. D. *Seven Leadership Leverage Points for Organization-Level Improvement in Health Care*, 2nd Edition. IHI Innovation Series, 2008. Available at www.ihl.org.



*“Facts bring us to knowledge,
Stories bring us to wisdom.”*

Rachel Remen

