

Partners In Care Program: 2020 Accomplishments

The COVID-19 pandemic caused every organization in every industry to think outside the box and change the way they conduct business. Community Health Network's (CHNw) Partners In Care Program was no exception.

Policy Updates and Program Standardization

In 2020, we created an overarching program to house our Patient & Family Advisory Councils and their participants, also known as Patient Partners, and called it the Partners In Care Program. In this program Patient Partners are asked to share their feedback, insights, and experiences on various projects taking place throughout the organization. With that, we have updated our policy and are revamping our recruitment efforts. While we have all learned from this year that the future is uncertain, our intent is to spread the word about this program into the community by utilizing YOU as a resource to continue better represent the patient populations that we serve.

Transition to Virtual Meetings

Prior to COVID-19, all meetings with Patient Partners were held on-site and in person. This year our Patient Partners adapted to utilizing new technology by learning the Citrix Webex virtual meeting platform supported by the Network. Test sessions were held to ensure Patient Partners were comfortable with this platform prior to conducting our first virtual meeting.



Network Patient & Family Advisory Council (PFAC)

There was much uncertainty this year resulting in a lot of questions asked by our Patient Partners. With many of our Patient Partners interested in similar topics and information, we decided to combine all five PFACs (North, South, East, Howard/Kokomo, and Women's Product Line) into one Network-wide PFAC.

Feedback Management Training

One of our South Patient Partners, Nicole, assisted the Office of Patient Experience team in creating training for all 16,000 caregivers regarding customer service recovery, follow up, and documentation. Nicole helped with improving this training module by ensuring the patient voice and perspective are captured as we standardize our process across the network.



Patient Photo Policy

CHNw uses Epic as its Electronic Medical Record (EMR) system. Since converting to Epic, we have been able to take photos of our patients and save in their charts to provide further identity protection. Our East Patient Partner, Kim and Women's Product Line Patient Partner, Emily, helped us determine best practices for updating these photos by collaborating on a new patient photo policy. They helped us determine how often photos should be updated and what guidelines should be followed when taking or accepting new patient photos. Patients will be able to upload and submit their own photo for their chart.

Partnership with Experience Innovation Network (EIN)

This year, CHNw partnered with Experience Innovation Network (EIN). EIN is a collaborative group that brings together hospitals from all over the United States and Canada to share knowledge and best practices around patient-and-family centered care. We have been able to connect with and learn from Hackensack Meridian Health, Ascension, and many other large hospital groups regarding their Patient & Family Advisory Councils (PFACs) and feedback engagement with Patient Partners.

Spread the Word!

Do you know someone who would be interested in becoming a Patient Partner? Please refer them to us! Our contact information is listed below.

Phone: 317-621-7001

Email: PartnersInCare@eCommunity.com

Website: <https://www.ecommunity.com/office-patient-experience>