

California Health Improvement Project (CHIP)

Development of a Patient Advisory Board in a Community Health Center

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Problem Statement and Underlying Causes

Patients have become increasingly marginalized in more complex and fragmented health care systems. The triple aim, embodied in the Patient Centered Medical Home (PCMH) initiative, emphasizes the improved quality and savings realized from effective patient engagement. The Community Health Center movement was historically rooted in active patient engagement. Today the 51% consumer board membership mandate focuses patient engagement in the requisite training of highly complex fiduciary and regulatory requirements. Patient Advisory Boards (PAB) promises to engage patients at a level closer to the clinical operations and workflows needed to realize successful patient access, self care management, and prevention. PAB offer the additional benefit of serving as a potential recruitment base for Institutional Board membership.

Project Description

This CHIP will increase patient engagement by developing and sustaining a Patient Advisory Board (PAB) to evaluate patient satisfaction and clinical operations. Mission Neighborhood Health Center will begin a PAB with support from a grant from the Institute for Patient and Family Centered Care (IPFCCC) and the Center for Care Innovations (CCI).

Goal and Objectives

Goal: To Develop and Sustain a Patient Advisory Board by September of 2014.

Output-oriented Objective:

- By January of 2015 recruit one member from the PAB to the Board of Directors of the clinic.
- Develop a process of recruiting, training, and retention of 10 members of the PAB by September 2014.
- Develop a mission statement and role clarification of Board members by August of 2014.
- Develop a HIPPA and safety compliant protocol for engaging community by Sept. 2014.

Outcome-oriented Objective:

By September of 2014 the Patient Advisory Board will have:

- one project identified – Initiation of a suggestion box in the adult medicine waiting room.
- one workflow evaluation- review of a new assessment form.

Outputs & Outcomes

Outputs Achieved

- One member of the Patient Advisory Board has been recruited to our governing board pending documentation confirmation.
- The Patient Advisory Board has identified patient survey instruments in the adult medicine waiting room as the identified project.
- An initial evaluation of the state mandated Staying Healthy Assessment (SHA) has been completed and feedback has been presented on manner of introduction, privacy, and work flow.
- Feedback has been presented on patient reminder calls and engagement of the adult medicine nurse clinic manager has begun to consider alternative workflows.

Outcomes Achieved

- Successful recruitment of patients as measured by an average attendance of over 75% of 10-11 PAB members over 8 sessions.
- Successful early evaluation of PAB as measured by greater than two thirds of respondents reporting as being in high agreement with measures of mission alignment, engagement, and general satisfaction.
- Successful protocol for proper engagement of patients as volunteers as measured by completion of all application, medical forms and testing and waiver signatures.
- Successful engagement of patients in their role as PAB members identified by consensus statements on role.
- Successful training of patients in engagement as measured by attendance and evaluation by patients.
- Successful commitment of patients as measured by patient assumption of reminder call responsibilities and by willingness to participate in absence of gift cards.
- Successful commitment of leadership to sustainability as measured by support of key staff time and extension of Americorp staff for one more year.

Lessons Learned

1. **Commitment:** PABs take time and resources to develop. Relationship is key.
2. **Engagement:** Early engagement of senior leadership is important. Stakeholder management.
3. **Seed Planting:** It will take a while to measure the larger impact as it relates to the triple aim.
4. **Expectation Management:** Modest projects to start for best chance of success.
5. **Have Fun:** It is meaningful for PAB to laugh while in service.



About My Organization

Mission Neighborhood Health Center is the first Community Health Center in San Francisco. We serve over 13,000 mostly Latino patients close to half of whom remain uninsured or underinsured. Over 60% of our patients are monolingual Spanish. We offer the full lifecycle of care including comprehensive specialty programs for HIV, Homeless, Teen, and pregnant patients across 4 clinical sites. Our staff is diverse with regard to race, gender, socioeconomic origin, country of origin, and sexual orientation. We have broad programmatic and research collaborations.

Our Mission: Mission Neighborhood Health Center honors our Latino roots with a tradition of providing compassionate, patient-centered care. We advocate for health equity and deliver innovative, high quality services responsive to the neighborhoods and diverse communities we serve.

Contact Me

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