

Patient, Family and Community Partnerships: Using A Framework Driven Approach

Tracy Christopherson, MS, BAS, RRT

Michelle Troseth, MSN, RN, DPNAP,
FAAN

Objectives:

- Describe the components of an interprofessional practice framework.
- Explore how the tools, processes and infrastructures within an interprofessional practice framework can be utilized to advance and sustain partnering relationship between patients, families and communities and the interprofessional teams they interact with.

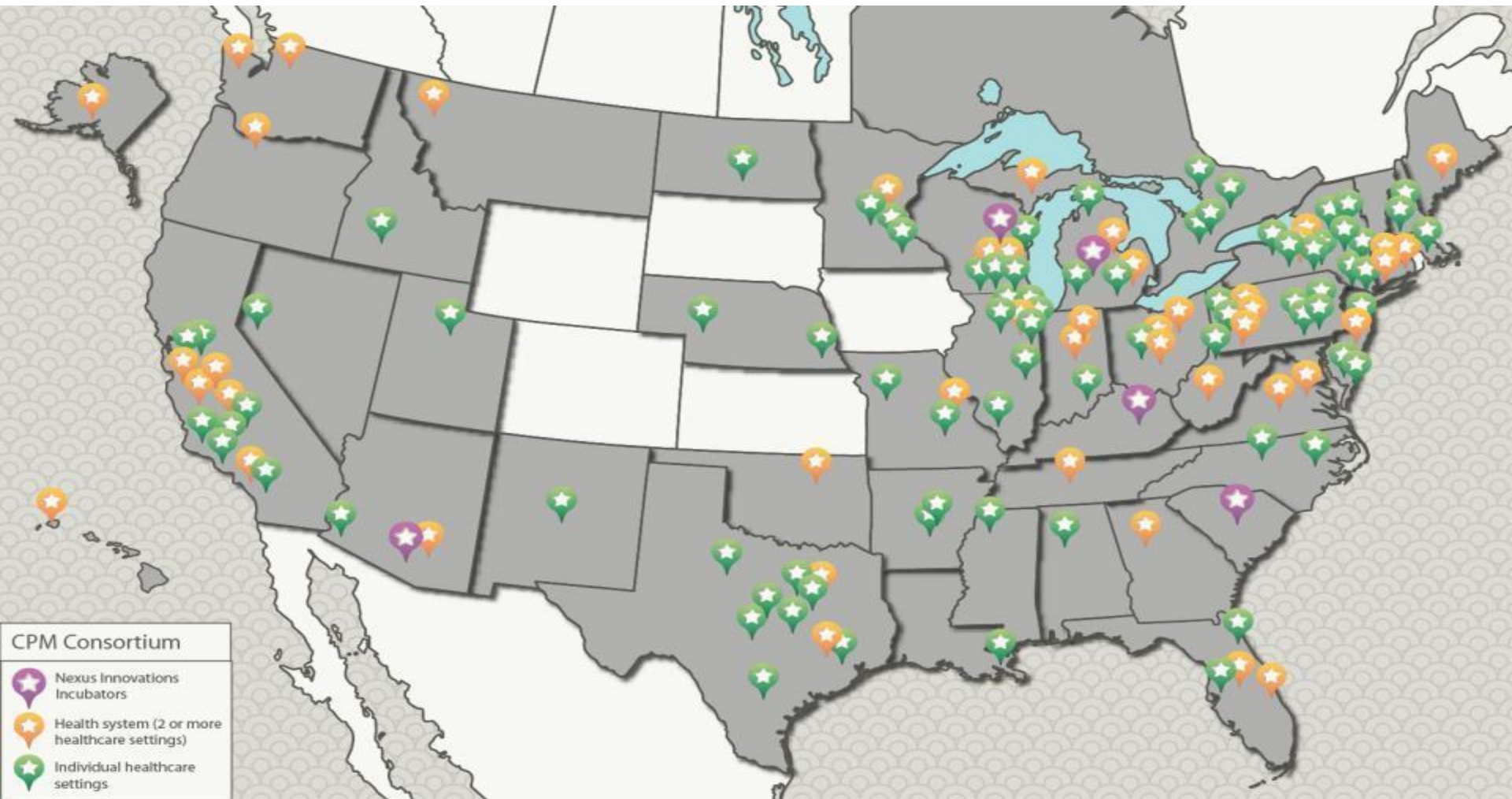
“Patients, families and communities are defined as those people or groups of people whom the healthcare system serves, supports, and collaborates with to co-create optimal health and healthcare.”

Josiah Macy Jr Foundation (2014, p 2)
Partnering with Patients, Families,
and Communities: An Urgent
Imperative for Health Care



Elsevier CPM International Consortium

Mission: To co-create the best places to give and receive care



Framework for Sustainable Healthcare Transformation

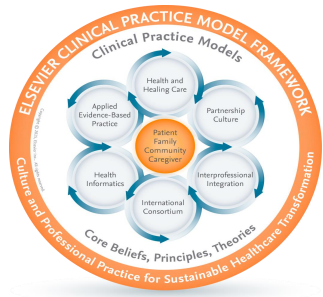
- Intentionally designed
- Evidence-Based
- Action oriented
- Outcome Producing
- Replicable
- Capacity building
- Technology enabled
- Scalable



Core Beliefs:

- Each person has the right to safe, individualized healthcare which promotes wholeness of body, mind and spirit.
- A healthy culture begins with each person and is enhanced by self-work, healthy relationships and system supports.
- Continuous learning, diverse thinking and evidence-based actions are essential to maintain and improve health.
- Partnerships are essential to plan, coordinate, integrate, deliver and evaluate healthcare across the continuum.
- Each person is accountable to communicate and integrate his/her contribution to healthcare.
- Quality exists where shared purpose, vision, values and healthy relationships are lived.





CPM Framework™

Health and Healing Care Model

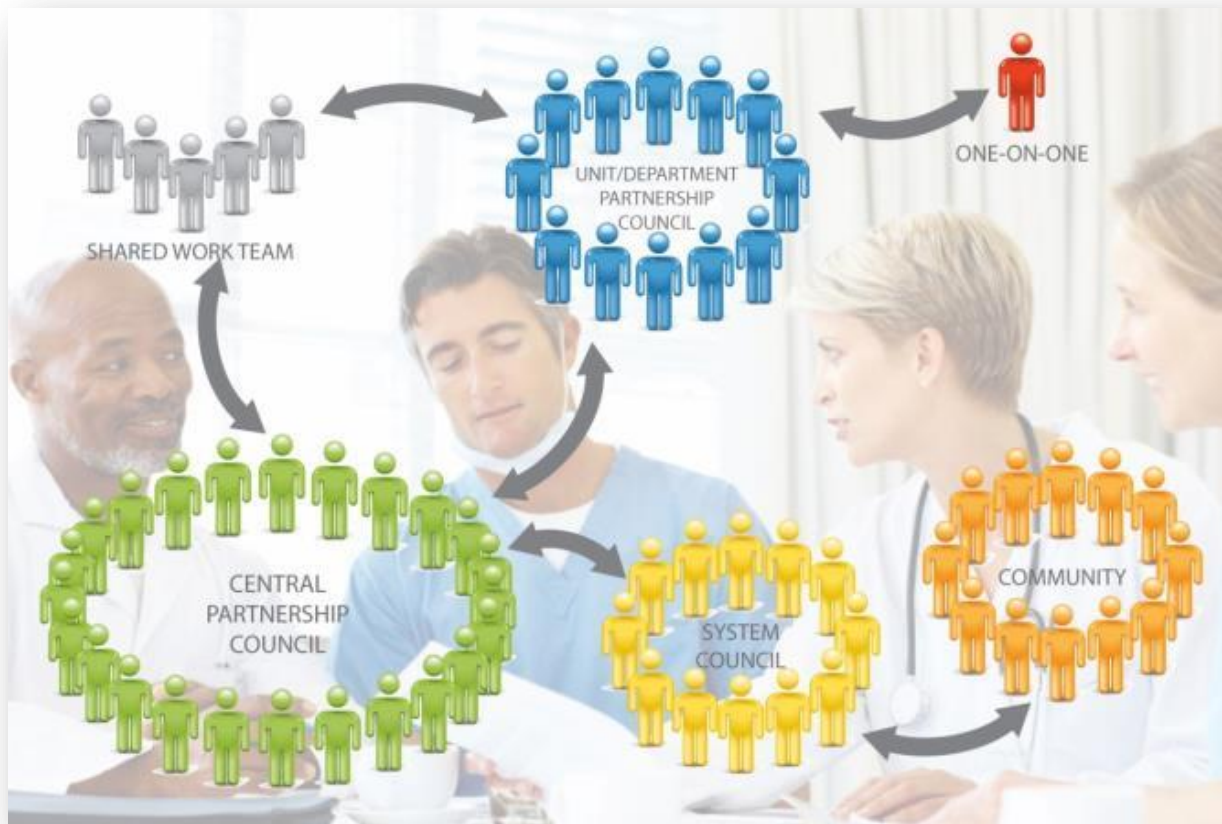






CPM Framework™

Partnership Culture Model





CPM Framework™

Partnership Culture Model

Infrastructure

- Attended by Interprofessional members who represent all roles in patient/family care
- Chaired by clinical staff in partnership with operational leaders
- Represents all voices through the use of a formal 1:1 connection structure
- Is a place to practice partnership
- Is the place to implement and sustain cultural changes

Culture

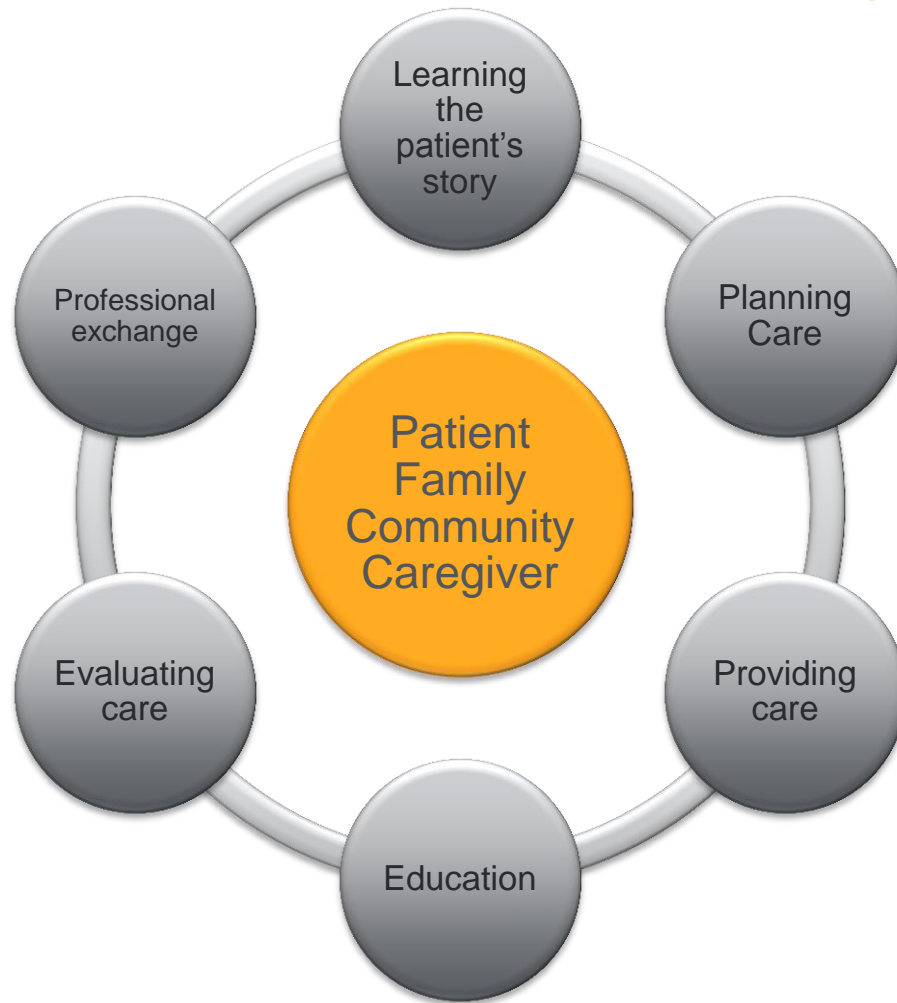
- Patient and family centered
- Supports staff engagement in practice and care issues.
- Supports the development and enhancement of relationships and organization leaders
- Supports having meaningful conversation in order to achieve the shared vision and mission, and co-create the best place to work and receive care
- Recognizes that multiple and diverse partnerships strengthen culture





Health Informatics Model

Professional Processes of Care





Elsevier CPM Consortium Outcomes

- Outperforms U.S. and mean regional CMS Core Measure averages by 85-95%
- Decline in preventable “never events” defined by NQF (falls, pressure ulcers and VAP)
- Improved operational outcomes (clinical and financial efficiency, higher profitability and better operating margins)

Wesorick, B. & Doebbeling, B. (2011)
Medical Care; 49 (12) Suppl 1: S49-
S58



Contact Information

m.troseth@elsevier.com

 @CPMRCmichelle

t.christopherson@elsevier.com

 @IPEtracy

