



CCI

CENTER FOR CARE
INNOVATIONS

What We Do

Design
Programs

Convene
People

Work with
Experts

Re-
Granting

Innovation

Capacity +
Skill Building

Patient
Engagement

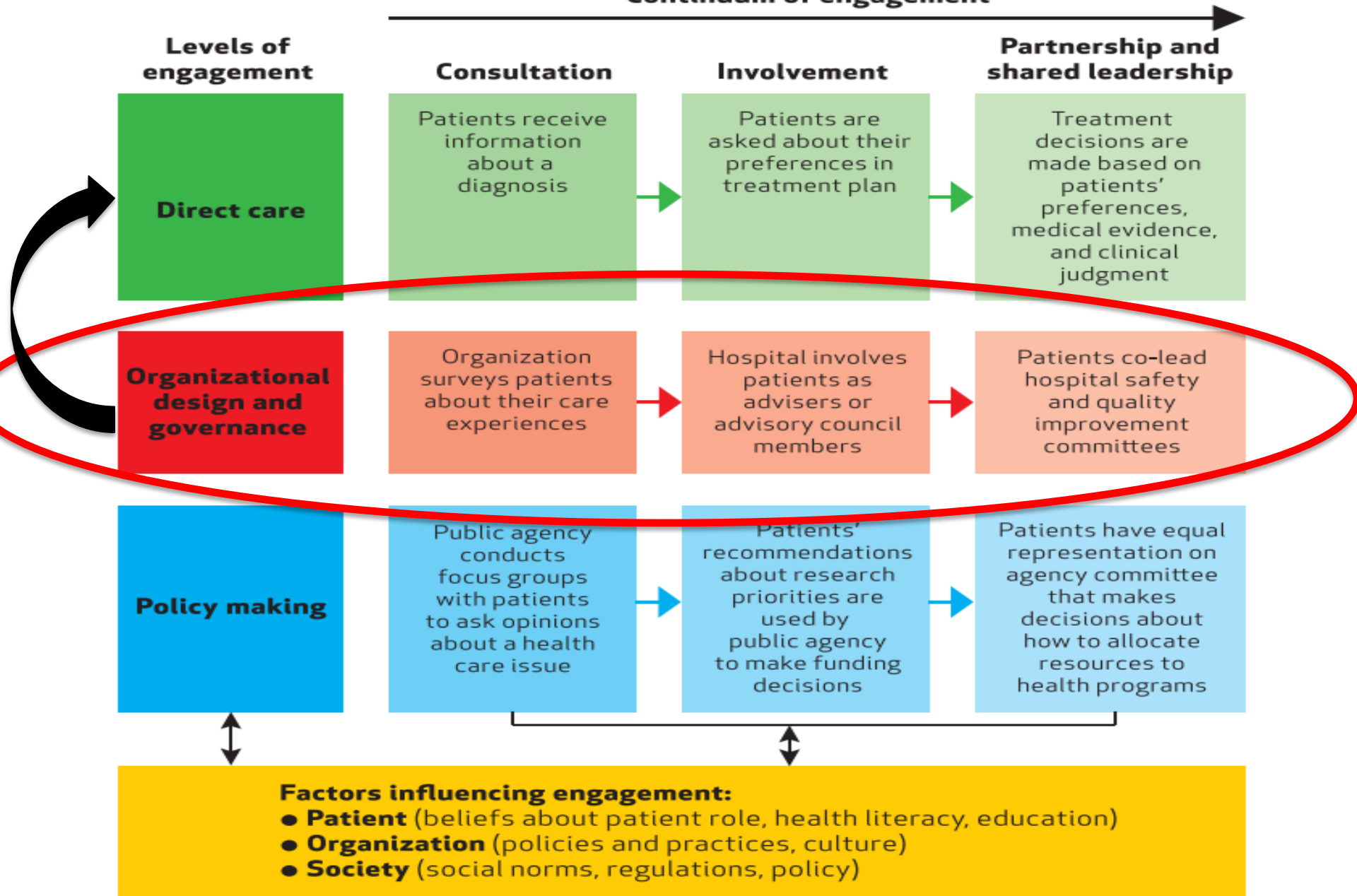
Access to
Care

Complex
Care

Data
Analytics

Focus Areas

Continuum of engagement →



*Kristin L. Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Bechtel and Jennifer Sweeney. "Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies," Health Affairs, 32, no.2 (2013):223-231

The Langer-BSCF Survey



Extensive study of patient-provider relationships among low-income Californians. These findings inform our approach.

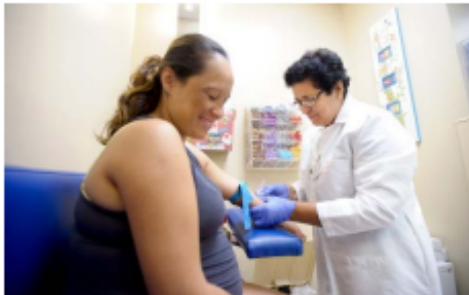
Improved communication between patients and providers:

- Bolstered patient satisfaction
- Increased trust in medical professionals
- Greater confidence and engagement in care decisions
- Enhanced loyalty to their care facilities



what CHCs can do

10 things
community
health centers
can do to improve
connectedness
and continuity



- 1 Develop **team-based care**
- 2 Provide **navigation** for patients
- 3 **Connect** and **communicate** with patients
- 4 Encourage **patient involvement** in care
- 5 Deliver **clear information**
- 6 **Support patients** in major medical decision-making
- 7 Offer patients **email** and **text messaging** options
- 8 Develop new ways to **engage patients**
- 9 Create an **inclusive and welcoming environment**
- 10 Get **team buy-in** on the effort

A photograph of a hospital reception area. In the foreground, there are stacks of papers and a computer monitor. In the middle ground, a staff member is seated at a desk with a computer. In the background, several people are waiting or talking. The ceiling is a grid of acoustic tiles with recessed lights. Three large, semi-transparent circles are overlaid on the image, each containing text.

Communication
Skill Building

Patient/Family
Advisory
Councils

Patient
Experience
Surveys

CCI Patient Engagement Work





Over
4,600 Staff
Trained

Connect

Appreciate

Respond

Empower

Treating Patients with C.A.R.E.





Beyond a
Focus
Group

Invitation

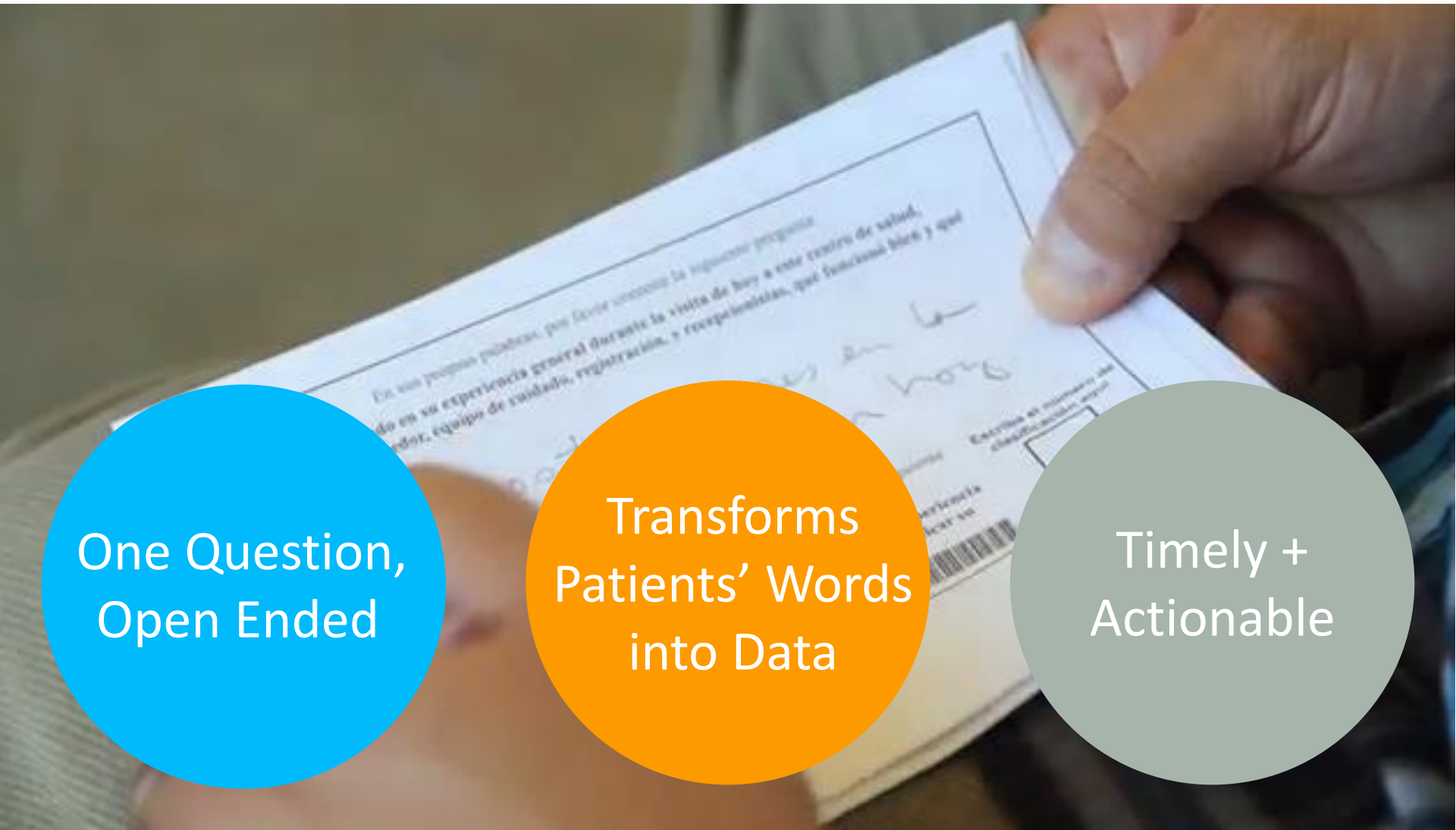


Education



Partnership

Patient and Family Advisors



One Question,
Open Ended

Transforms
Patients' Words
into Data

Timely +
Actionable

Measuring Patient Experience



Patient Portals

Video
Collaboration

Texting for
Better Care

Testing Technology Solutions





Patient
Shadowing

Visualize Ideal
Care Experience

Include Patients
in Work Groups

Experience-Based Co-Design



Questions

- Is patient engagement a priority for you?
- What have you tried?
- What have been your successes?
- What are your challenges?



