

# Evaluating Patient Experience to Promote Health Equity Learning Collaborative

January 25, 2024



There are 4 ways to search the Clearinghouse:



Simple Search



Guided Search

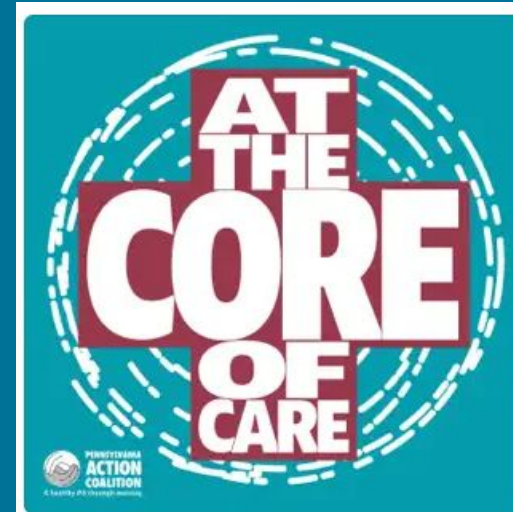


Advanced Search



A-Z Search

For additional tips on finding resources, see our [search tips](#).



59 episodes



# Zoom Orientation

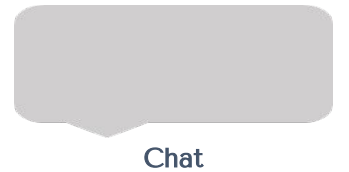
## 1 Captions

To adjust or remove captions, click the "Live Transcript" button at the bottom of your Zoom window and select "Hide Subtitle" or "Show Subtitle."



## 2 Questions

Please raise your hand or add your questions for the speaker and comments for the group into the Chat box.



## 3 Technical Issues

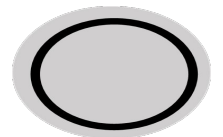
Please raise your hand to let us know or message us in the chat.



Raise Hand

## 4 Recording

This session will be recorded and made available to participants in the Learning Collaborative. Your comments and questions will not be shared publicly.



Recording



# NNCC/ANCC Disclosures


**Accreditation Statement:** The National Nurse-Led Care Consortium is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

**Success Completion Requirements:** To obtain 1.0 contact hours of nursing continuing professional development, you must participate in the entire activity and complete the evaluation and knowledge gain assessment following the session.

**Thank you for attending the Meeting.  
Please click Continue to participate in a short survey.**

you will be leaving zoom.us to access the external URL below  
[https:// app.smartsheet.com/b/form/6059c5fb77494233bfb48d9b7ab0942d](https://app.smartsheet.com/b/form/6059c5fb77494233bfb48d9b7ab0942d)

Are you sure you want to continue?





The National Nurse-Led Care Consortium (NNCC) is a nonprofit public health organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care.

NNCC's mission is to advance nurse-led healthcare through policy, consultation, and programs to reduce health disparities and meet people's primary care and wellness needs.

We do this through:

- training and technical assistance
- public health programing
- consultation
- direct care

NNCC's NTTAP is funded by HRSA's Bureau of Primary Health Care to provide subject matter expertise through the development, delivery, coordination, and evaluation of FREE training and technical assistance offerings to health center grantees and look-alikes.



<https://nurseledcare.phmc.org/>

# NNCC's NTTAP Team



**Jillian Bird**  
Director of Training and Technical Assistance



**Matt Beierschmitt**  
Senior Program Manager



**Fatima Smith**  
Project Manager



**Junie Mertus**  
Program Intern



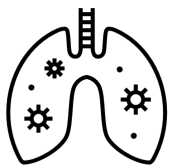
# What is an NTTAP's role to support Health Center Excellence

- Provide population-specific T/TA on HRSA-defined objectives
- Support health center capacity to provide interdisciplinary, culturally competent care
- Consultation and support in developing CBO and public housing partnerships
- Connect your HC to our National Training Experts for specialty TTA on aging, unhoused populations, IPV and human trafficking, workforce retention, LGBTQ+
- Participation in national efforts to provide T/TA around SDOH, chronic disease mgt
- Support emergency preparedness and response efforts for health center populations
- Tracking trends and changes in health center training needs
- Support the incorporation of the Health Center Excellence Framework and the Health Center 2035 initiatives

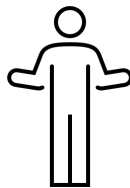


# Community Health Center Program

- HRSA funds over 1,500 health centers (HC) & and look-alike (LAL) organizations
- These HC and LALs operate more than 17,890 service delivery sites in communities across the country and serve more than 30.5 million people, or 1 in 11 people nationwide.
- 108 HCs are funded as PHPC and serve over 850,000 patients.
- Residents of public housing are living with higher rates of:



Chronic  
Disease



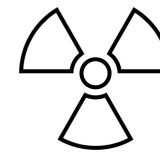
Social  
Isolation



Disability  
or a  
Caregiver



Aging



Environmental  
risks



Complex  
medical and  
social needs





**Session 3: Ask Your Patients- How Patient Advisory Councils Strengthen Patient Experience**  
**January 25, 2024**







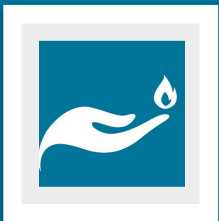
**Jillian Bird, MSN, RN**

Director of Training and Technical Assistance  
Nursing Continuing Professional Development AP-PD  
National Nurse-Led Care Consortium



**Oscar Sánchez, MS-HCA**

Quality Improvement Director  
Pronouns: He, Him, El  
Santa Cruz Community Health



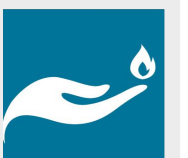
# Today's Agenda

10 min **Introduction/Welcome**

20 min **Roles Patients Can Play in  
CHC Leadership**

20 min **Santa Cruz Health Center  
Oscar Sánchez, MS-HCA**

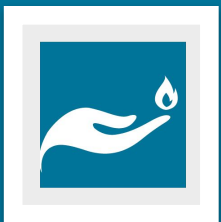
10-15 min **Questions & Wrap-Up**



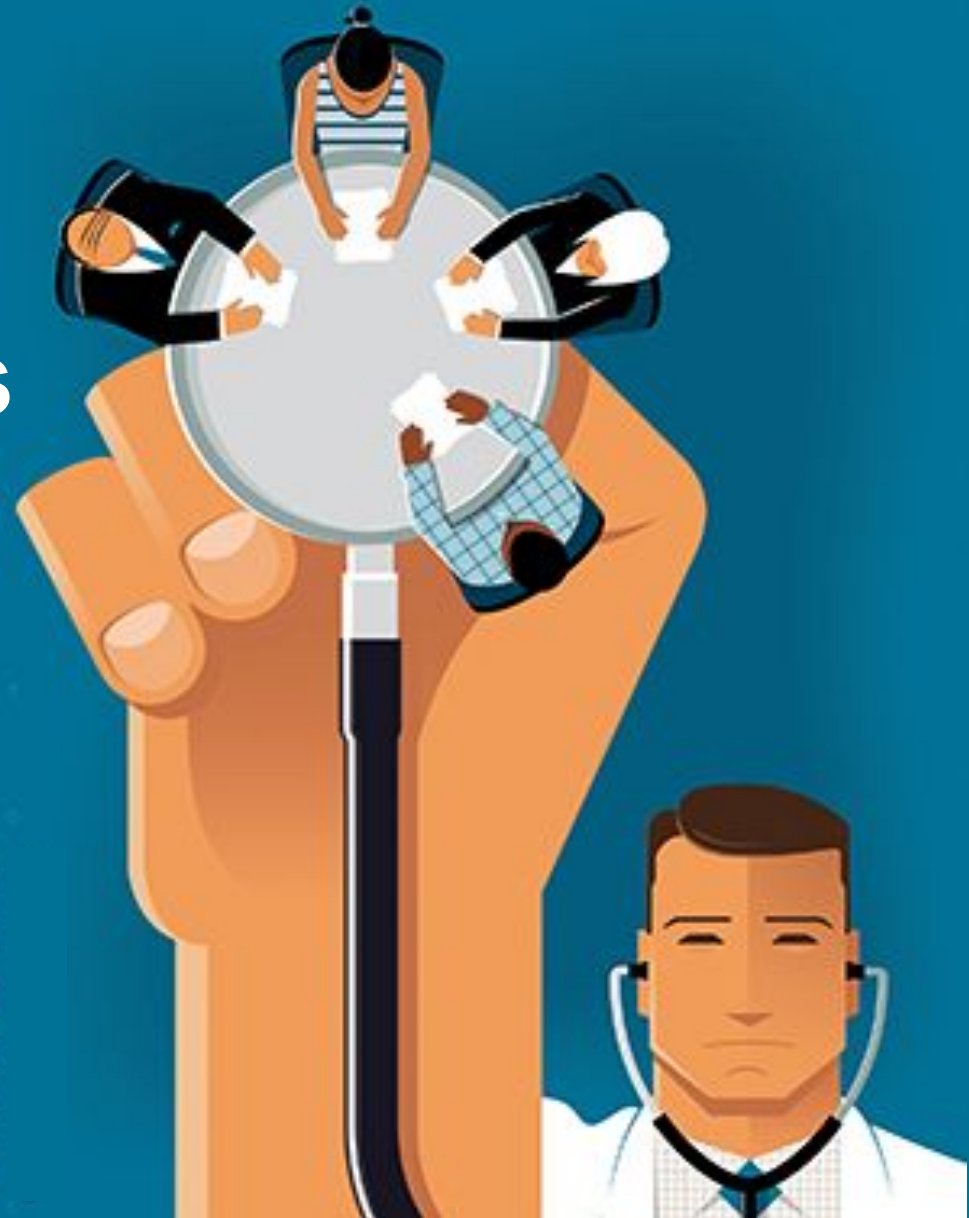
- Name + Credentials
- Location
- Role
- and....



**Does your organization have a Patient Advisory Council?**



# Why A Patient Advisory Council Matters



## 1965 - The Community Health Center Program is Established

Determined community health and civil rights activists fought more than 50 years ago in **June 1965** to improve the lives of Americans living in deep poverty and in desperate need of health care.

Moving on the opportunity presented by President Lyndon B. Johnson's major **War on Poverty** initiatives in the early 1960s, **Dr. Jack Geiger** and other health care pioneers submitted proposals to the federal Office of Economic Opportunity to establish health centers in medically underserved inner city and rural areas of the country.

Funding for the first two "Neighborhood Health Centers" (in Boston and Mississippi) **was approved in 1965, and the Community Health Centers Program was launched.**





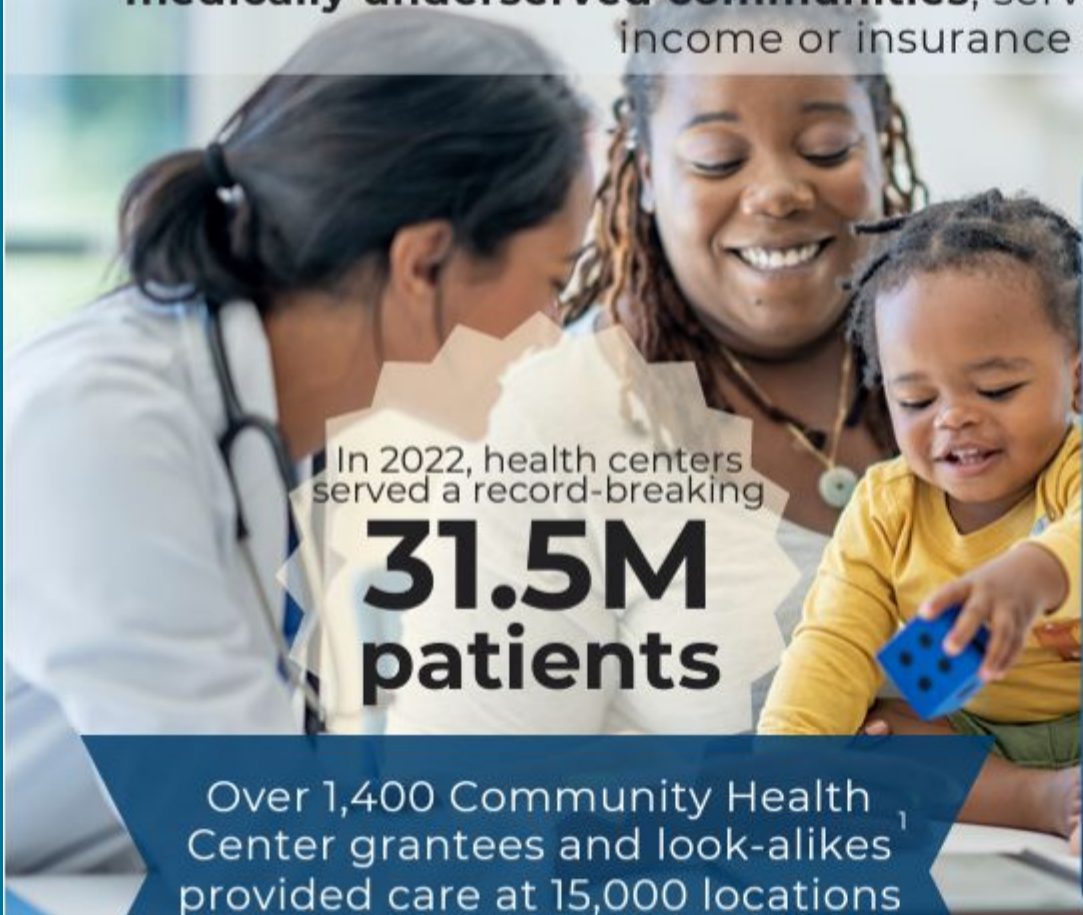
Not about us, without us



# AMERICA'S HEALTH CENTERS

AUGUST 2023

**Community Health Centers** are nonprofit, **patient-governed** organizations that provide high-quality, **comprehensive primary health care** to America's **medically underserved communities**, serving **all patients** regardless of income or insurance status.



In 2022, health centers served a record-breaking

**31.5M**  
**patients**

Over 1,400 Community Health Center grantees and look-alikes provided care at 15,000 locations across the country in 2022.

**1 in 11** Americans are health center patients, of whom:

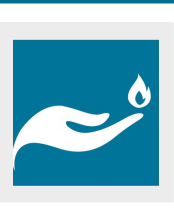
**19%** are **uninsured**

**61%** are **publicly insured**

**90%** are **low-income**

**41%** are **rural residents**

**64%** are members of racial and/or ethnic **minority groups**



Health centers are the health care home for many of America's historically underserved communities, including:



**1 in 5**  
UNINSURED  
PEOPLE



**1 in 3**  
PEOPLE LIVING  
IN POVERTY



**1 in 7**  
RURAL  
RESIDENTS



**1.4 million**  
PEOPLE  
EXPERIENCING  
HOMELESSNESS



**8.8 million**  
CHILDREN



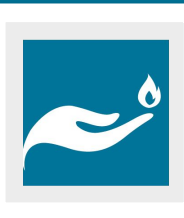
**400,000**  
VETERANS



**3.5 million**  
PATIENTS  
OVER AGE 65

<sup>1</sup> Data include all Federally-Qualified Health Centers (FQHCs) [Federal 330 grantees and Look-alike organizations]

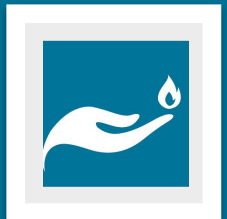
**Not about us, without us**





# HC Leadership Board

- 51% of board members are patients
- Received care in the past 24 months
- Represent demographic factors, such as race, ethnicity, and gender
- Section 330 g, h, and/or i means those special populations need to be included in patient group making up the 51% representation





PCMH

ACOs

Patient-Centered Care

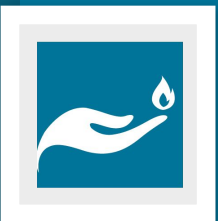
QA

PAC



# Building a Patient Advisory Council

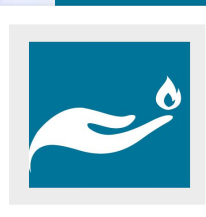
1. Engaged clinic leadership
2. Diverse recruitment
3. Careful inclusion criteria
4. Adequate funding
5. Mission statement



★ TURN ★

IDEAS INTO

REALITY



# Examples of Patient Advisory Council Input

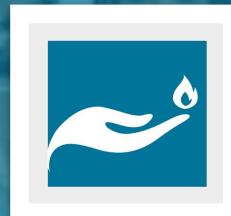
Enhanced patient communication

Patient experience of care

Physical improvements to clinic space

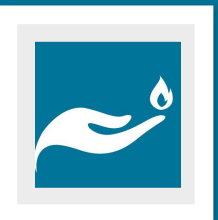
Quality improvement

PCMH/practice improvement initiatives



# Establishing Effective PACs

<https://www.chcs.org/convening-a-consumer-advisory-board/>





## Lay the Groundwork

- » Define goals, roles, expectations, and scope upfront. One way to accomplish this is to create by-laws.
- » Gain leadership buy-in and develop a formal process for considering CAB recommendations.
- » Acknowledge that creating and maintaining a board requires substantial time, effort, and resources from both the health system and CAB members.



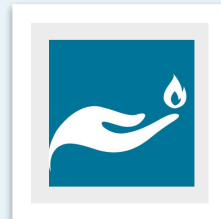
## Recruit Members

- » Consider a variety of recruitment strategies, such as word-of-mouth, social media, and recommendations from staff and other clients.
- » Recruit a diverse range of CAB members. Consider education, literacy, employment status, gender, race/ethnicity, as well as experiences with the health care system.
- » Ensure applicants are aware of and willing to meet participation expectations.



## Support Meaningful Participation

- » Collaborate to develop and set expectations for respectful and safe conversations.
- » Involve consumers in determining agendas.
- » Consider having a consumer chair the CAB.







4

## Reduce Barriers to Participation

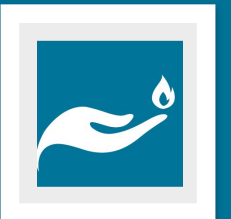
- » Empower members to set meeting times and locations, acknowledging that convenience may vary by community.
- » Provide transportation and childcare support.
- » Work with members to identify other barriers to participation and how to address them.



5

## Compensate Members for Their Expertise

- » Value members' time and expertise through hourly wages, honoraria, gift cards, or meals.
- » Collaborate with CAB members to determine appropriate compensation rate.
- » Recognize that access to a bank is not universal, so paying cash may be the best option.



# Potential Obstacles

HC staff not educated or aware of the importance of PACs

Unacknowledged bias to let patients “behind the scenes”

Beliefs that the PAC does not represent the views of the broader population

Not enough staff buy-in

Lack of resources to compensate participation



# Patient Engagement and Satisfaction

Oscar Sánchez, MS-HCA  
Quality Improvement Director





**Our mission** is to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality.

# ABOUT US

- Founded in 1974 as the Santa Cruz Women's Health Center
- We operate 3 locations: Santa Cruz Women's Health Center, Live Oak Health Center and Santa Cruz Mountain Health Center
- Patient Population:
  - 13,000+ patients served
  - 80% are on State Medi-Cal
  - 20% of our population is unhoused



# OUR ROOTS: PATIENT ENGAGEMENT



“Healthcare is an intimate experience that is enhanced where there is trust between patient and health care provider.”

# ON A JOURNEY



## Spring 2021

Board, LT, JEDI engage in strategic planning session, patient engagement included in our Strategic Plan.

## Fall 2021

Interested SCCH receive training from COPA on community organizing model.

## January 2022 – June 2022

We piloted a series of monthly House Meetings via Zoom.

## July 2022

Board approves establishing a Patient Advisory Committee.

# HOUSE MEETING PILOT

Fall 2021: Staff received training by COPA on house meetings.

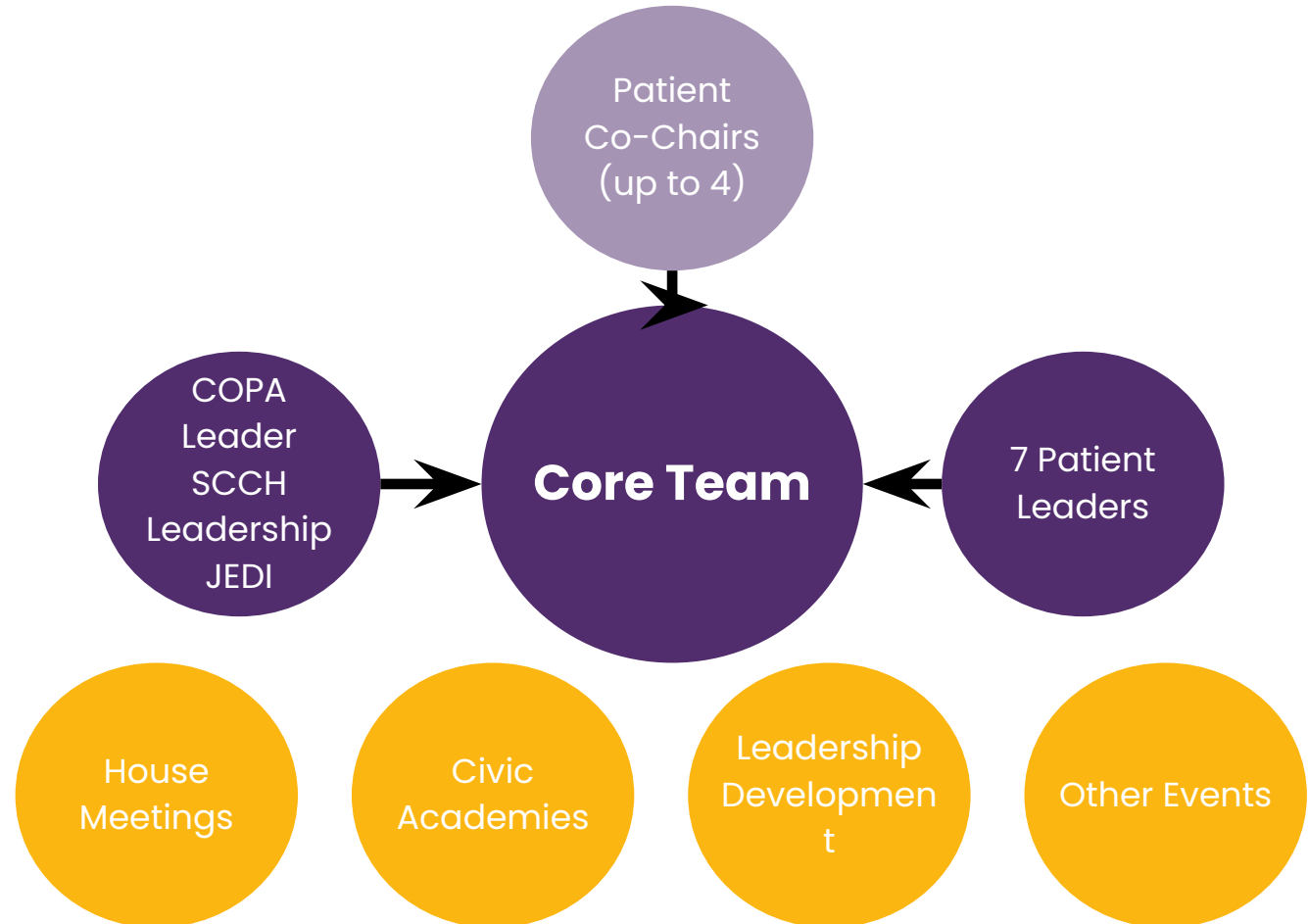
House Meetings:

- 60–90 minutes
- Focus: cultivating compassionate listening rather than problem-solving
- Incentive: \$50 gift cards
- Attendance: 12–36 patients





# THE CREATION OF THE PAC



# OUR GOALS



## **BUILD AUTHENTIC RELATIONSHIPS WITH PATIENTS**

We aim to build a culture of trust with patients (and their representatives) through relationship building understanding the experiences of the patients we serve.

## **IMPROVE HOW WE DELIVER CARE**

UPAC members will identify priorities for improvement and participate in the co-design of solutions, with it's goal to balance the share of power.

## **IGNITE A MOVEMENT**

Ensure organizational and financial wellbeing with access. Each patient accesses the services and care they need, when they need it.

# OTHER INITIATIVES



## February 2023

PAC identifies our Call Center as a barrier to access to care, answer rate at 56%

## Early Spring 2023

Began process for phone system upgrade, upgrade completed in May, added 2 FTE, 80% answer rate

## October 2023

Call Center metrics on our Logic Model, added an additional 2 FTE, turnover in department, answer rate 77%

## January 2023

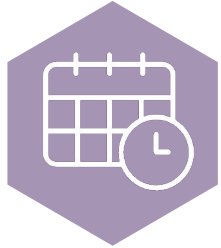
Staff turnover, recruitment ongoing.

# CURRENT INITIATIVES



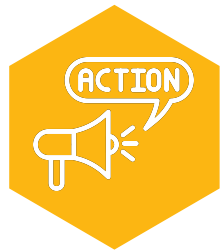
## Quality Improvement

PAC is now housed under QI, will be co-designers in driving improvement.



## PAC Retreat

Scheduled for Saturday, February 24, 2024 from 9:00 a.m. – 1:00 p.m.



## Call to Action

Develop a call to action to drive this year's PAC initiatives.

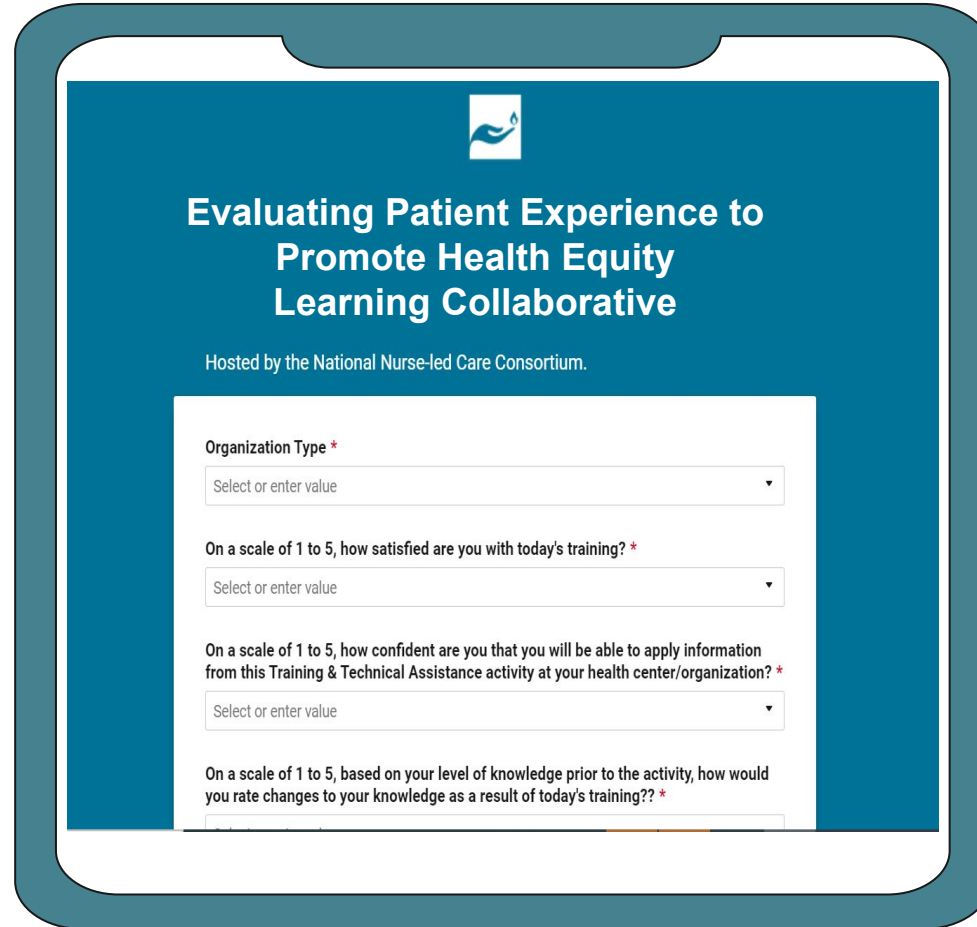





**QUESTIONS?**

**Thank you!**

# Evaluation Survey



The image shows a tablet displaying a survey form. The form has a dark blue header with a white logo of a hand holding a flame. Below the header, the title 'Evaluating Patient Experience to Promote Health Equity Learning Collaborative' is centered in white. Underneath, it says 'Hosted by the National Nurse-led Care Consortium.' The main content area is white and contains four questions, each with a dropdown menu. The first question is 'Organization Type \*' with a dropdown showing 'Select or enter value'. The second is 'On a scale of 1 to 5, how satisfied are you with today's training? \*' with a dropdown showing 'Select or enter value'. The third is 'On a scale of 1 to 5, how confident are you that you will be able to apply information from this Training & Technical Assistance activity at your health center/organization? \*' with a dropdown showing 'Select or enter value'. The fourth is 'On a scale of 1 to 5, based on your level of knowledge prior to the activity, how would you rate changes to your knowledge as a result of today's training?? \*' with a dropdown showing 'Select or enter value'.



## Evaluating Patient Experience to Promote Health Equity Learning Collaborative

Hosted by the National Nurse-led Care Consortium.

**Organization Type \***

Select or enter value

**On a scale of 1 to 5, how satisfied are you with today's training? \***

Select or enter value

**On a scale of 1 to 5, how confident are you that you will be able to apply information from this Training & Technical Assistance activity at your health center/organization? \***

Select or enter value

**On a scale of 1 to 5, based on your level of knowledge prior to the activity, how would you rate changes to your knowledge as a result of today's training?? \***

Select or enter value



# Access T/TA Resources



HEALTH CENTER RESOURCE  
CLEARINGHOUSE



[About](#) [Programs](#) [Advocacy](#) [News & Resources](#) [Training](#)

[Subscribe](#)

[Login](#) | [Join](#)

Search NNCC

## All Hazards Emergency Preparedness and Response Competencies for Health Center Staff

To successfully perform their assigned emergency/disaster roles, health center staff must understand how their organization will respond to hazards, including the use of altered management structures and modified operations. The National Nurse-Led Care Consortium (NNCC) and the Community Health Care Association of New York State (CHCANYS) created a set of competencies to improve the emergency and disaster preparedness of all health center staff. This publication provides a comprehensive overview of those competencies and sub-competencies, as well as a description of their development process. The competencies are intended to form the foundation of health center staff education and preparedness for all-hazards emergency and disaster response and will allow health centers to direct their limited training time and resources to cover the most essential preparedness aspects.

### ALL HAZARDS EMERGENCY PREPAREDNESS AND RESPONSE COMPETENCIES FOR HEALTH CENTER STAFF

*Recommendations from the National Nurse-Led Care Consortium (NNCC) and  
Community Health Care Association of New York State (CHCANYS).*

September 2022

This publication is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling



# Upcoming Trainings

## Next week's session

- **February 1, 2024<sup>th</sup> @ 2 PM EST**
  - **Optimizing Patient Experience for the Journey to Health Equity**
  - *Registration: [https://us02web.zoom.us/webinar/register/WN\\_Y5It3FD-RrKvgAz87gAY6w](https://us02web.zoom.us/webinar/register/WN_Y5It3FD-RrKvgAz87gAY6w)*
  
- **February 1, 2024 @ 3 PM EST**
  - **Building Bridges Between Healthcare Systems and Community-Based Organizations To Address Health Disparities**
  - *Registration: [https://us02web.zoom.us/webinar/register/1816962803556/WN\\_f3mIsel6Rfio.NxUcGV\\_BSg#/registration](https://us02web.zoom.us/webinar/register/1816962803556/WN_f3mIsel6Rfio.NxUcGV_BSg#/registration)*





# Thank You!

If you have any further questions or concerns, please reach out to our Senior Program Manager Matt Beierschmitt at [mbeierschmitt@phmc.org](mailto:mbeierschmitt@phmc.org).

