

Consumer Partnering to Advance a Healthcare System that is Safe, Compassionate & Just

Susan E. Sheridan, MIM,
MBA and
Martin J. Hatlie, Esq.

Objectives of this Report:

- To describe the way we used Appreciative Inquiry to facilitate the Consumer-led Workshop to Advance Patient Safety (October 16-18, 2003)
- To discuss with you the six national goals developed at the Workshop, now the mission of Consumers Advancing Patient Safety (CAPS), a nonprofit organization activated to carry forward this work

What was the Consumer Led Workshop to Advance Patient Safety?

- Organized and led by Consumers
- Facilitated by Futurists
- Funded by AHRQ
- Hosted by The University of Texas M. D. Anderson Cancer Center, October 16-18, 2003
- Findings presented at 2nd AHRQ Summit on Patient Safety Research, November 7, 2003

What Motivated the Consumer Led Workshop to Advance Patient Safety?

- IOM recommendation that healthcare be patient-centered and systems-based
- Absence of a collective voice of consumers on what it means to be patient-centered
- Concern that consumers are not being included in discussions of systems-based improvements and are not climbing that learning curve
- Concern that consumers who experience system failure see our primary role as victims/adversaries
- Belief that consumers see things the system doesn't that can contribute to improvement

What Methods did we use to Plan the Workshop?

- Planning Committee was chaired by consumers
- Designed for equal numbers of consumer and “other stakeholder” participants
- Recruited consumers who saw themselves as change agents and had accomplished something in their lives as part of a team
- Recruited stakeholders who were ready to partner with consumers
- Organized pre-Workshop phone interviews between consumers and stakeholders using an *Appreciative Inquiry* process

What is Appreciative Inquiry and How did it Work?

- AI = form of organizational study that highlights and builds upon what a human system does well, not its “problems”
- Based on the belief that we can create what we imagine when we open our minds and our social processes to dialogue among all invested in the work of a human system
- Assumes that interventions into organizations are fateful, and that the energy of a community moves in the direction of the questions first asked; ergo inquiry into what has worked well will move a community toward a positive future
- We began by probing each person’s past accomplishments and the strengths each person brought to the team
- Worked well because it established common ground and mutual respect before consumers and providers even met

What AI Questions did we Ask?

Describe a time when you were involved in making healthcare really work for you or somebody you know.

What made it work?

What AI Questions did we Ask?

In what ways did others (the patient, their family or friends, healthcare providers or others) partner in making it work?

Please describe how you and the others figured out how to do what you did.

What AI Questions did we Ask?

Describe an experience where you have succeeded in changing something or accomplished a goal by overcoming obstacles in an inventive way. This can be a healthcare experience but doesn't have to be.

What AI Questions did we Ask?

*What do you Expect to
Share at the Workshop in
Houston?*

What Methods did we use to Structure the Workshop?

- Used the metaphor of a campfire – a place to share experiences and dream big dreams
- Consumers built the campfire, then invited other stakeholders to join us



What did the Workshop Produce?

Our Vision:

*We envision a
healthcare system
that is safe,
compassionate
and just*



What did the Workshop Produce? Six National Goals

Goal #1

*Establish a
National
Consumer-led
Patient Safety
Board*



What did the Workshop Produce? Six National Goals

Goal #2

*Create Local
Consumer-Led
Patient Safety
Advisory Boards
in Every
Community in the
United States [and
Scotland]*



What did the Workshop Produce? Six National Goals

Goal #3

Institute a Non-Punitive National Patient Safety Learning and Reporting System



What did the Workshop Produce? Six National Goals

Goal #4

*Establish a National
Education Effort on
Patient Safety for
Providers and
Consumers*



What did the Workshop Produce? Six National Goals

Goal #5

Develop a National Patient Safety Awareness Campaign that Emphasizes Patient and Health Care Community Partnership with Trust and Open Communication



What did the Workshop Produce? Six National Goals

Goal #6

*Put into Place
Systems that Provide
Just Compensation
and Alternative
Routes to Justice for
Patients who are
Harmed in
Interactions with the
Healthcare
Community*



Who Supported the Workshop?

Thanks to:

Agency for Healthcare Research & Quality
The University of Texas M. D. Anderson Cancer Center

Facilitators

Institute for Alternative Futures
Geri Amori/Communicating Healthcare
Leadership by Design
Partnership for Patient Safety

Sponsors

Atlantic Health System Hospital • Booz Allen Hamilton
Healthcare Mediations, Inc. • Dennis O'Leary, MD
OSF Healthcare System • Paul M. Schyve, MD
VHA Healthcare Foundation

Can we use the Workshop Model Ourselves?

Yes, we've placed the workshop model and all of
the tools we used in the public domain

You can download them from the Consumers
Advancing Patient Safety (CAPS) website:

www.patientsafety.org

Consumers Advancing Patient Safety Who are We?

CAPS is a nonprofit organization activated to assist patients, families and healthcare system stakeholders to partner to create healthcare that is *safe, compassionate and just*



Consumers Advancing Patient Safety

How Do we Work?

- We share information and resources with other patient safety and consumer groups
- We partner with other organizations interested in achieving our six national goals
- We offer resources on the web

www.patientsafety.org



**Consumers Advancing
Patient Safety**