



Robert Wood Johnson Foundation

Engaging Patients in Improving Ambulatory Care

*A Compendium of Tools from Maine, Oregon,
and Humboldt County, California*

March 2013

Engaging Patients in Improving Ambulatory Care Table of Contents

Introduction	4
Materials Attribution.....	5
1. Getting Started	6
Maine – Charter for Southern Maine Medical Center PrimeCare Internal Medicine’s Patient Advisory Council.....	7
Maine – Four Seasons Family Practice Patient & Family Advisory Group PowerPoint.....	10
Maine – MaineGeneral Patient Family Advisory Council Charter.....	33
Maine – Husson Internal Medicine Patient Advisory Group Bylaws.....	39
Maine – Husson Internal Medicine Patient Advisory Group Charter.....	43
Oregon – Oregon Medical Group Patient Advisory Council 2011-2012 Mission Statement.....	45
Oregon – PeaceHealth Medical Group Patient Advisory Council Charter.....	46
Oregon – CareOregon, Inc. Member Advisory Council Bylaws.....	49
Oregon – Providence Medical Group Patient & Family Advisory Council Charter.....	55
2. Involving Patients and Families in Practice Improvement	62
<i>Statement of Support from Leadership</i>	
Maine – Eastport Health Care, Inc. Community Circles: A Way to Engage the Community..	63
Maine – Husson Internal Medicine Patient Advisory Group Departmental Directive.....	67
<i>Staff and Patient Roles</i>	
Humboldt County – Patient Engagement Roles and Recommendations 2012.....	71
Oregon – Providence Medical Group Patient & Family Centered Care Overview of Responsibilities & Activities PowerPoint.....	72
Oregon – Providence Medical Group Patient & Family Advisor Role Description.....	80
Maine – MaineGeneral Medical Center Patient Advisory Coordinator Position Description	82
3. Identifying and Recruiting Patients	86
<i>Recruitment Materials</i>	
Maine – Southern Maine Medical Center PrimeCare Internal Medicine Patient Advisory Council Recruitment Poster.....	87
Maine – Southern Maine Medical Center PrimeCare Internal Medicine Patient Advisory Council Recruitment Brochure.....	88
Maine – MaineGeneral Medical Center Patient Family Advisory Council Recruitment Card	89
Maine – Belgrade Health Center’s Patient Advisory Committee Recruitment Card.....	91
Oregon – Providence Medical Group Patient & Family Advisors Information Sheet.....	92
Oregon – Oregon Medical Group Patient and Family Advisory Council Recruitment Card..	93
Oregon – Oregon Medical Group Patient and Family Advisory Council Overview.....	94
Oregon – Cascade Medical Center, Inc. Patient & Family Advisor Recruitment Card.....	95
Oregon – CareOregon Member Advisory Council Information Brochure.....	97
Oregon – CareOregon Member Advisor Council Open House Flyer.....	99
Oregon – PeaceHealth Medical Group Patient & Family Advisor Recruitment Card (Provider Perspective).....	100

Click on a title to be redirected to the resource.

Oregon – PeaceHealth Medical Group Patient & Family Advisor Recruitment Card (Advisor Perspective).....	102
<i>Application and Commitment Forms</i>	
Oregon – Providence Medical Group Patient & Family Advisor Application.....	104
Oregon – Oregon Medical Group Patient & Family Advisor Interest Form.....	105
Oregon – CareOregon’s Member Advisory Council Application.....	107
Oregon – PeaceHealth Medical Group Patient & Family Advisor Sign-Up Form.....	108
Maine – Southern Maine Medical Center PrimeCare Internal Medicine Patient Advisory Council Member Application.....	109
Maine – MaineGeneral Medical Center Patient Family Advisor Application.....	111
<i>Interview Questions</i>	
Oregon – Providence Medical Group Patient & Family Advisor Interview Questions.....	115
Oregon – Oregon Medical Group Patient & Family Advisory Council Interview Questions	116
Oregon – PeaceHealth Medical Group Patient & Family Advisor Interview Questions.....	118
Humboldt County – Patient Partner Candidate Interview Questions.....	120
<i>Scripts</i>	
Oregon – PeaceHealth Medical Group Script for Outreach.....	121
Oregon – PeaceHealth Medical Group Script for Responding to Inquiries.....	123
Maine – Husson Internal Medicine Patient Advisory Group Recruitment Script.....	124
4. Orientation and Training.....	125
<i>Orientation Materials</i>	
Humboldt County – Patient Partner Orientation Agenda and Itinerary.....	126
Oregon – Providence Medical Group Patient and Family Advisors Orientation PowerPoint.....	127
Oregon – CareOregon Member Advisory Council Orientation PowerPoint.....	137
Oregon – Oregon Medical Group Patient and Family Advisors Frequently Asked Questions.....	147
Oregon – CareOregon Member Advisory Council Welcome Letter.....	149
Oregon – PeaceHealth Medical Group Patient Advisory Council Welcome Letter.....	150
Maine – MaineGeneral Medical Center Winthrop Patient and Family Advisory Council Orientation PowerPoint.....	151
Maine – Husson Internal Medicine Patient Advisory Group Welcome Letter.....	164
<i>Roles and Responsibilities</i>	
Humboldt County – Primary Care Renewal 3.0 Patient Partner Roles and Responsibilities Agreement Contract.....	165
Humboldt County – Practice Guidelines for Patient Partner Engagement in Primary Care Renewal 3.0.....	170
Oregon – CareOregon Member Advisory Council Code of Conduct.....	173
<i>Training Curricula and Reference Materials</i>	
Oregon –Leading the Way: Patients and Families as Leaders in Health Care Transformation Agenda.....	174
Humboldt County – Table of Contents from Patient Partner Resource Binder.....	176
<i>“Meet & Greet” Planning Materials</i>	
Oregon – Patient and Families as Leaders in Health Care Improvement Workshop Agenda.....	177

Click on a title to be redirected to the resource.

<i>Agreement Materials</i>	
Oregon – Oregon Medical Group Patient Advisory Council Ground Rules for Council Members.....	179
Oregon – PeaceHealth Medical Group Patient Advisory Council Team Agreements.....	180
Maine – Husson Internal Medicine Patient Advisory Group Ground Rules.....	181
5. Fostering Partnership.....	182
<i>Validation and Recognition</i>	
Oregon – CareOregon Member Advisory Council Overview.....	183
Oregon – Providence Medical Group Patient & Family Advisory Council Webpage.....	187
Oregon – CareOregon Member Advisory Council Annual Report.....	188
Oregon – CareOregon Member Advisory Council In the News.....	204
Oregon – Oregon Medical Group Patient Advisory Council In the News.....	207
Maine – Winthrop Patient Family Advisory Council PowerPoint.....	208
<i>Compensation Policy</i>	
Maine – MaineGeneral Physician Practices Patient Family Advisory Council Scholarship Application.....	219
<i>Assessments and Reporting Forms</i>	
Oregon – Survey of Medical Groups to Assess Integration of Patient Family Centered Care Practices.....	220
Humboldt County – Patient Partner Feedback Questionnaire for Primary Care Renewal Teams.....	224
6. Infrastructure and Support.....	225
Humboldt County – Primary Care Renewal Collaborative’s Recommendations for Implementation, Lessons Learned.....	226
Oregon – Oregon Health Care Quality Corporation Patient and Families as Leaders: Transforming Patient Engagement in Oregon Summary.....	228
Oregon – Providence Medical Group Patient & Family Advisory Council Project Participation Request.....	232
7. Engaging the Patient Perspective Produces Real Change.....	233
Humboldt County – Patient Partner Update from Primary Care Renewal 2.0.....	234
Maine – Report on Patient Engagement Activities in Maine’s 26 Patient Centered Medical Home Pilot Sites.....	236
Maine – Patient Advisory Group Projects in Maine.....	259
Appendix: Other Resources.....	260

Click on a title to be redirected to the resource.