

PLANNED CARE COLLABORATIVE – PATIENT PARTNER PROGRAM RECRUITMENT

Each Patient Centered Medical Home Collaborative Practice has been asked to recruit at least 2 Patient Partners to the practice leadership team and have them join your team at the Learning Sessions. The individual can be a patient or a caregiver who can work with the quality improvement team to give the patient's perspective. To achieve your goal of two Patient Partners you may have to interview five to six individuals.

To aid your practice in recruiting Patient Partners, here is a list of characteristics that you should look for and ten suggested interview questions:

Effective Patient Partners possess the follow qualities:

- Are courteous and respectful to others
- Look at all sides when discussing issues
- Are willing to share experiences and opinions
- Are good listeners
- Are dependable
- Empowered in the management of their or their loved one's chronic disease

Suggested Interview Questions to ask potential Patient Partners:

1. Patient Partners generally either have a chronic condition (such as diabetes or heart disease) OR have been a caregiver for someone with a chronic condition. The individual should be able to speak from the patient's perspective.
2. Here is a job description for a Patient Partner. The time commitment is approximately 30-50 hours per year - can you commit to the time requirement? (If yes, continue. If no, thank them for considering.)
3. Do you see any barriers or challenges in being a patient rep? (i.e. energy, time, transportation, availability, health limitations)? (Note briefly)
4. Patient Partners are positive role models for the medical office teams. Can you give me an example of how you have been a positive role model in the past?
5. Do you have experience participating in groups? Please describe: (group size being 5-12 members). Are you comfortable speaking in front of people you do not know?
6. Do you have any previous volunteer experience and if so what? (Optional –Was it enjoyable- why or why not?)
7. Have you worked with a variety of people i.e. different educational levels, cultures? Can you give an example?

8. While your personal opinion is of great value, your role on the team is to represent the needs of all patients. Do you feel you can do this?

9. Do you believe that your opinion as a patient is as important as the opinions of Doctors, Nurses and/or other medical office staff and are you comfortable sharing an opinion that may be different from that of your doctor or nurse?

10. I've asked you a lot of questions. Thank you for giving me your time. Can I reconfirm that you would like to participate in our Patient Partners Program and help your medical practice team to provide the best care possible? (If yes, complete the rest of this form.)

Practice Interviewer – please complete the follow grid with your assessment of your Patient Partner Interviewee's characteristics:

Name of Patient Partner _____ Date: _____

Contact information for Patient Partner _____

Practice Interviewer _____ Practice _____

| CHARACTERISTICS | Poor | Fair | Average | Good | Superior |
|--|------|------|---------|------|----------|
| Made Good 1 st Impression | | | | | |
| Friendly | | | | | |
| Cooperative | | | | | |
| Knowledge of their own medical condition (preferably diabetes) | | | | | |
| Enthusiasm | | | | | |
| Answered Questions Well | | | | | |

If this Patient Partner is a good candidate, please send this document to the Planned Care Coordinator. AF4Q's Consumer Faculty will follow up with the Patient Partner to orient, train and support our new collaborative team member!