

PCMH Education Subcommittee

August 5, 2015

Attendees

Dr. Patrick Van Wyk, St. Peter's Hospital

Kristen Pete, Glacier Medical Associates

Lara Shadwick, Mountain-Pacific Quality Health

CSI Staff

Amanda Roccabruna Eby

Catherine Wright

The subcommittee reviewed and discussed recent feedback received from patient advisory councils on the draft education materials. The Patient Partners group at Billings Clinic had reviewed the draft poster and rack card and met to discuss them with CSI staff on the phone. The St. Peter's patient council also reviewed and met to discuss the draft poster and rack card with subcommittee member Patrick Van Wyk. Kristen Pete had staff members at Glacier Medical Associates review the materials.

Billings Clinic Feedback

- Amanda relayed each comment to the subcommittee and asked for their opinion on the feedback; whether to make the suggested edits or reject them.
- Replace the heading with "Where Your Health Happens" to make it more patient focused. Subcommittee members disagreed because that made it too specific.
- A lot of negative feedback was received on the picture, so Amanda suggested replacing it with a graphic to better relay the many aspects of the PCMH model. While members were okay with a graphic, they commented that people are more likely to pick up literature with a picture rather than a graphic.
- Highlight increased access to care better and move to the top of the rack card. The subcommittee commented that access may be more of a focus at Billings Clinic than at other PCMHs. Subcommittee members wanted "It Starts With You" to stay at the top of the rack card so that people immediately know that they must participate rather than just receiving a new service.
- Remove all the specific scenarios, make each point short and general, and instead, direct the patient to talk to their provider about the specifics. Kristen Pete did not agree with removing the specifics about types of team members because otherwise people don't understand what team care is. Patrick suggested instead, listing the names of the examples of staff people on the team without the details on what each does.
- Make the bullet points specific directives to the patient, rather than general goals of PCMH. The subcommittee agreed to change the bullet points to read: "Take charge, Ask questions, Talk to your provider to find out more."

- The colors should pop out more to grab the attention of patients. The subcommittee members were satisfied with the original colors but okay with considering some alternate color options as long as they remain as neutral as possible without any bright shades of red which make reading difficult for some people.

St. Peters

- Mostly pleased with the draft educational materials.
- Include space for the hospital's logo.
- Specific examples and the current content of the rack card were good.
- Remove the specific ailments under "Whole Person Care" and replace them with "illness or diagnosis." The subcommittee liked that suggestion and also agreed to keep the specific examples under "Coordinated Care."

Glacier Medical Associates

- The head care coordinator reviewed the materials, who was an appropriate person since she would be who patients would talk to after reading the materials.
- Materials were simple, clear, and straight forward.
- Level of specificity was okay.
- Bullets were confusing and not helpful.
- The materials could be a good launching point for her to start conversations with patients as their care coordinator.

Lara Shadwick stressed the importance of taking the comments from patients very seriously since the council's work is typically very provider driven. CSI staff will create two new drafts for the subcommittee to review over email, one with far less detail, according the Billings Clinic comments and another with some revisions made but the specifics left in. The subcommittee will review and discuss new drafts at their September 2nd meeting and prepare to finalize them for recommendation at the council's September 16th meeting.