

BENEFITS TO HEALTHCARE PARTNERS

OF INCLUDING PVN PATIENT PARTNERS,
PATIENTS, OR COMMUNITY MEMBERS

BY KIM EGGERS

NH PQI PATIENT PARTNER ADVISOR



- When puzzling over how a protocol or healthcare pathway can be improved for the patients and their families, engaging a patient, patient partner or community member, can act as a **shortcut** in highlighting the possible gaps or minor adjustments needed. They've experienced that health care journey, so sometimes all you have to do is seek their feedback, and quite often you can implement small, but significant changes to improve things—without having to form a long term committee or something of that ilk
- It will surprise you (the healthcare partner) how often patients, patient partners, and community members—come up with straightforward, but **innovative ideas or solutions** that can be easily put into place, due to their practicality and simplicity, and lower cost
- Be innovative yourselves when it comes to seeking out a patient partner. Patient Voices Network (PVN) has a robust process in place in which there is a set standard and a set of concise steps to follow for engaging a patient partner within your group. However—healthcare groups can reach out directly to an individual or a community group they feel can add value—aiding them in their unique vision or goals. **What is your model of inclusion of a patient or patient partner?** (*PVN's guidelines and healthcare resources are always a good reference point to help guide you in this pursuit)
- **Consider seeking feedback** from individuals that may not always consider diplomacy at every turn when you are seeking feedback in your pursuit of solutions. In general, patient partners will be frank in their hopes of helping the health care partner improve healthcare. However, some members of the public may come across as more “raw”, less circumspect in the way they “share”. But in this manner, as difficult as it may be to hear much franker comments—you sometimes cut through the extraneous more quickly and get to the heart of the issue, and to solutions—even quicker
- **When you truly partner with patient partners**, working with them in a similar manner as you do with your coworkers, you will start to see that trusting that patient partner will enable them to dig deeper—drawing on their innate strengths and skill sets—benefiting the group that much more. In this authentic manner of partnering, you will notice that instead of creating *more* work for your group—those trusted patient partners create less work for you, since they are enabled to contribute in a practical manner. In the beginning of onboarding a patient partner, it *can* feel like more work, due to getting them up to speed on the group's work. But if this is done well, patient partners can throw-in quicker, roll up their sleeves, and dive in wholeheartedly, making serious contributions more quickly

PATIENT PARTNER PERSPECTIVE