



R . E . A . L . S O L U T I O N S

RESULTS AND
EVIDENCE FOR
ACTION-BASED
LEARNING



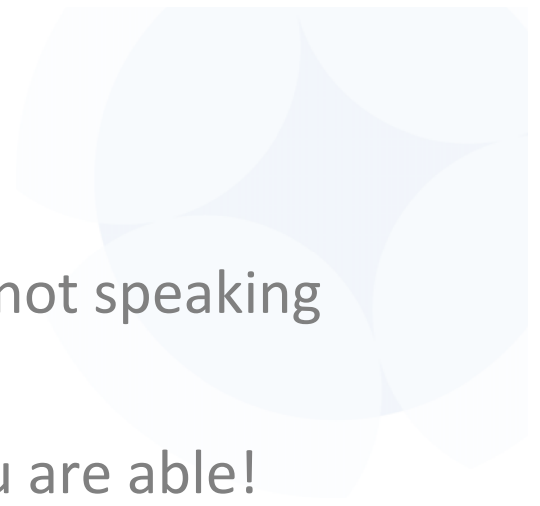
R.E.A.L Solutions (*Results and Evidence for Action-Based Learning*)

Empowering the Patient Voice on Multi-Stakeholder Boards

Content Lead – Massachusetts Health Quality Partners
Facilitator – Network for Regional Healthcare Improvement
Case Presenter – Health Care Improvement Foundation

January 28, 2020

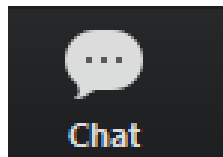
A Few Reminders



Please mute / unmute when not speaking

Please share your video if you are able!

When you want to speak up, please give a little wave or chat that you'd like to speak, and the facilitator will call on you



Please chat in your name and organization now (if you are sitting with a group of people, chat in the name of everyone in your group)

Today's Agenda

- Overview of objectives for REAL Solutions
- Didactic presentation - *Empowering the Patient Voice on Multi-Stakeholder Boards*
- Case presentation
- Facilitator asks for clarifying questions from audience and content lead
- Facilitator asks for recommendations and impressions from audience and content lead
- Facilitator summarizes recommendations
- Open discussion
- Closing announcements

Objectives

- Increase member connections
- Explore topics of shared member interest
- Provide opportunity for shared learning and problem solving



Today's Speakers



Barbra G. Rabson has been the President and CEO of Massachusetts Health Quality Partners (MHQP) since 1998. She sculls on the Charles River in her spare time.



Rosalind Joffe is the founding Chair, MHQP's Consumer Health Council. Professionally, she coaches people living with difficult health to thrive in the workforce. She loves to cook and play piano but is happiest being with her family.

Today's Speakers



Kate Flynn is the President of the Health Care Improvement Foundation (HCIF) in Philadelphia PA. She has been in that role since 2007, and formerly worked for a national healthcare alliance and in hospital executive positions.

Today's Didactic

What We Are Trying To Solve

As an organization devoted to improving patient experiences of a care, **MHQP was looking to fully integrate the patient voice into all of MHQP's governance and activities. We felt it was important to set an example and “walk the talk”.**

When MHQP restructured its governance in 2014, we gave each of our stakeholder councils (provider, health plan and consumer) equal representation on our Board. All of MHQP's workgroups are multi-stakeholder.

We believe that we will never achieve the patient centered outcomes we strive for in our healthcare system without the patient at the table.

How We Did It

How did you get the community on board?

- MHQP first invited consumer representatives on the Board in 2002 - it was a condition set by our incoming Board chair.
- After engaging in our RWJF AF4Q work one of our consumer Board reps felt we needed greater consumer engagement than just the 2 consumer Board representatives and we established MHQP's Consumer Health Council (CHC).

How did you build the will? There was no resistance, but it was a lot of work to establish the CHC. Rosalind will describe some of the challenges we faced.

Challenges Experienced

- First challenge: **define the role** of the CHC - different from other 2 councils - many iterations over time
- **Educating Council members** about MHQP's work and structure and how the council fits
- **Recruiting the right people** (relates to what the role/purpose of the CHC was) Changing criteria --diversity, interest, time commitment
- **Finding the right work** for the council to engage in – first task was to advise MHQP on the consumer facing website we were launching; council initiated patient engagement resource
- Figuring out and **securing the resources** and right structure and mix of staff vs CHC members to get the work done
- **Keeping volunteers on CHC engaged** – natural turnover

Measuring Success

- We do monitor the effectiveness of the MHQP Board through MHQP's Governance Committee (which Rosalind chairs) and are very proud of our performance.
- For MHQP's 25th anniversary we are focusing on how the organization has elevated the patient voice for 25 years and feedback on our model is very positive:
 - "I think what's really unique about MHQP is that it brings the patient voice so closely to the providers and the payers. There's no other organization that I'm aware of that does that."
 - "[MHQP] was one of the real first players in the world, not just in the United States, to deal with transparency properly and give patients voice and have everyone celebrate that instead of running away from it."

Results

- MHQP has:
 - An effective governance model
 - Credibility of and respect among stakeholder organizations
 - Become the go-to place for the patient voice; the organization is known for our strong patient involvement.
 - Success in convening to address complex problems

Questions?



Today's Case

Our Board Composition

Based in Philadelphia PA

19-member multi-stakeholder Board representing

- Hospitals/health systems
- Commercial and Medicaid health plans
- Independent medical group
- FQHC
- State legislature
- Public policy consulting
- Employers
- National medical association
- 9 clinicians (MDs, nurses, pharmacist), 10 non-clinicians
- Gender and racial/ethnic diversity
- **2“consumer” representatives who are retired professionals – attorney and insurance executive. Engaged and effective board members – but do they represent the voice of the patient?**



Challenges for Consumer/Patient Board Role

WE NEED SOME NEW JARGON,
THE PUBLIC ARE STARTING TO
UNDERSTAND WHAT WE'RE
TALKING ABOUT!



- Our programs aim for secondary impact (organizational collaboration and improvement) rather than primary impact on individual patients
- Board discussions heavy on jargon and acronyms, tend to technical issues of programs, policy or clinical practice
- Difficult to spend limited meeting time to level-set understanding between experts and non-experts
- Previous “consumer” board members showed some dissatisfaction– not having full understanding, not able to meaningfully contribute, or preferring to serve on a board with more opportunity for direct impact

(Partial) Success Stories

- Input from focus groups and/or Patient and Family Advisory Councils in specific projects (community health needs assessment, patient safety, opioid addiction). Can often leverage existing groups at partnering organizations.
- Implementation of “Board Champion” role – board member recruited to serve as adviser/board liaison for specific major project, especially when content is in their comfort zone. But not necessarily a patient voice.
- Annual Board orientation for new members – deeper dive into our program specifics, with more time for questions

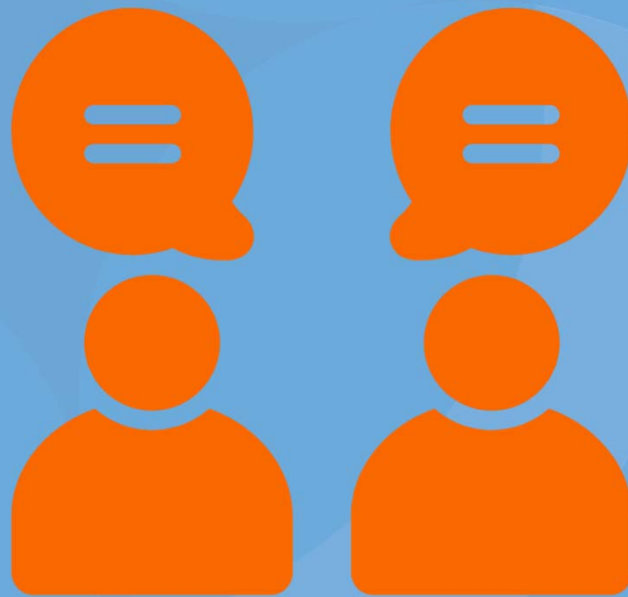
Guidance Needed – Other Strategies?

Need ideas for:

- Resources for identifying and assessing prospective consumer board members
- Other ways to incorporate the “patient voice” in board meetings
- Making sure that the patient voices we hear are constructive and insightful - not just the loudest

Summary of Recommendations

Open Discussion



Closing Announcements

NRHI Governance Committee



- NRHI is seeking 2-3 governance committee members to address topics related to NRHI Bylaws, membership guidelines and governance processes.
- The committee is responsible for keeping the board informed of current governance trends, overseeing nomination and approval of new board members and NRHI members, and overseeing orientation and training of new members.
- If you're interested in participating on the committee, please complete a brief interest form [here](#).

NRHI Finance Committee

- NRHI is seeking 2-3 new committee members to use their financial expertise to help shape NRHI's ongoing business plan.
- This committee is responsible for reviewing monthly financial statements, providing guidance on annual budget proposals and business development opportunities, and serves a dual role as the audit and compliance committee for NRHI.
- If you're interested in participating on the committee, please complete a brief interest form [here](#).

Request for Member's Strategic Plans

- To help inform NRHI's efforts in 2020, we are requesting information on each Member's strategies and priorities.
- If your organization has not yet submitted your plan, please access the request [via this link](#)

Upcoming Events

- **R.E.A.L. Solutions:**
 - February 25 | 2:00 pm – 3:00 pm (ET)
 - March 31 | 2:00 pm – 3:00 pm (ET)
- **Network News:**
 - Second Tuesday of the month
 - February 11 | 12:00 pm – 12:30 pm (ET)
- **2020 CMS Quality Conference**
 - February 25 – 27 | Baltimore, MD
- **RHIC Leadership Institute**
 - May 5 & 6 | Cincinnati, OH



Tell Us Your Feedback



Your feedback is important to us!

Please take a minute to fill out a brief survey on today's meeting. Your feedback helps us to continuously improve the content and your experience in these meetings .

[R.EA.L. Solutions Feedback Survey](#)



THANK YOU!!!