

Family Medicine for America's Health

Engaging patients as partners

Background

- Patient engagement at the practice level allows patient partners to advise clinic policy and programs
- Clinic leaders may wish to involve patients but lack strategies to do so
- Family Medicine for America's Health, as part of the American Academy of Family Physicians, surveyed clinics across the country to learn about bright spots

Methods

- Interviews were conducted from 2016 – 2017 aiming for a range of geography and practice types
- Interviews were developed into compelling case studies

Results

- 13 case studies were selected
- Of these sites, there were 6 urban sites, 5 rural sites, and 2 suburban sites.
- There were 5 private practices, 8 public health centers; of these, 4 were academic sites.



Hypertension Equity Group

- **Practice type:** Urban, public health system
- **Practice size:** Large (currently serves over 120,000 individuals)
- **Patient demographics:** Underserved, safety net patient population
- Patients serve as **active workgroup members**, where they participate in monthly meetings to review data and design strategies
- Patient guided interventions, such as home blood pressure monitoring toolkit tailored for B/AA community, improving food pharmacy, and develop mission statement

Medical Associates Clinic

- **Practice type:** Rural, Independent clinic
- **Practice size:** Small (several thousand patients)
- **Patient demographics:** Rural, geriatric. Serves 12 counties in Appalachian Mountain region
- Utilized **Patient Quality Circles** – quarterly forums where patients come together- to address issue with patients not bringing in medications
- One suggestion was to print reminder on appointment cards, which resulted in more people bringing in their medications

St. Michael's Academic Family Health Team

- **Practice type:** Urban academic site
- **Practice size:** Large (42,000 patients)
- **Patient demographics:** Professional, young families, low income, immigrant, refugees
- Randomly selected 36 patients based on age, gender, housing, self reported health to participate in **Patient engagement day** – 1-day event where patients identified pain points and provided recommendations
- Pages of thoughtful recommendations (ex. Plexiglass, not knowing why residents would leave) and reenergized patients and staff