

Development of the Partnering Guide to Educate Clinicians in PCOR/CER

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BACKGROUND

Patient-centered outcomes comparative effectiveness research (PCOR/CER) requires direct inclusion of new partners on research teams.

A current PCOR/CER study, Integrating Behavioral Health and Primary Care (IBH-PC), engaged patient stakeholders in developing a Patient Partner Guide (PPG) to advise and support inclusion of patients on quality improvement teams.

OBJECTIVE

Adapt and trial the IBH-PC PPG to educate ALL stakeholders (clinicians, researchers, patient partners, others) in reciprocal relationships, equity, trust and partnerships in teams.

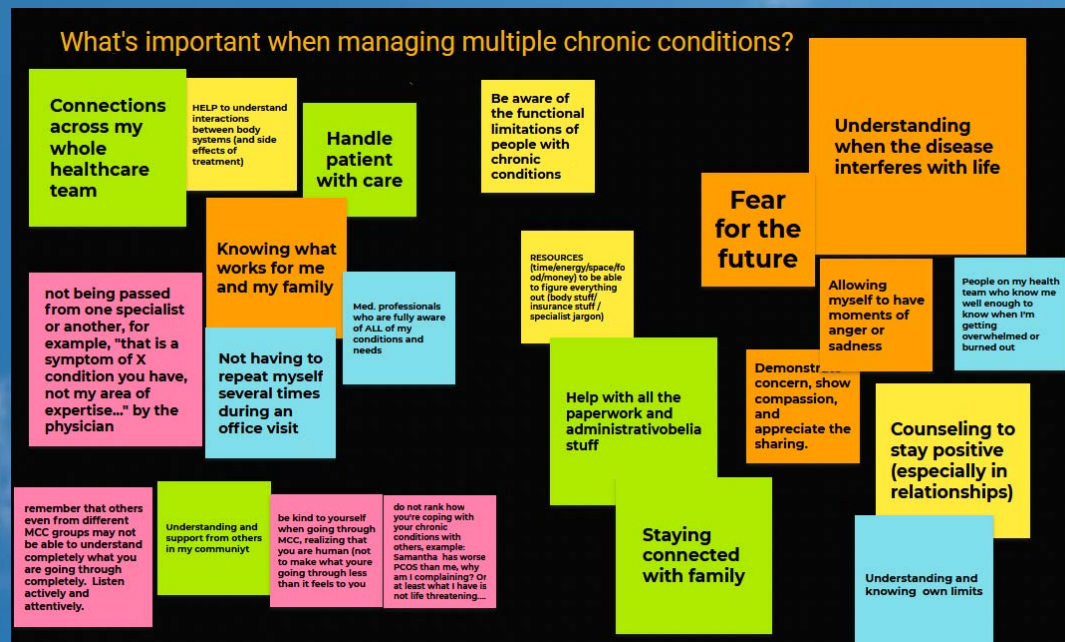
METHODS

Engage stakeholders in three online, team-based tools:

Affinity Diagram Exercise
Callout Production Process
Appreciative Response Process

AFFINITY DIAGRAM EXERCISE

Share understanding of what matters most to patients



CALLOUT PRODUCTION PROCESS

Highlight lessons to be learned from lived experiences

Lived Experience: Prenatal Self-Hypnosis Training

What was said?
"Listen to your arm" as part of a self awareness process - the provider's words were a new start to thinking about how to manage labor. Patient began to realize that her body had a voice - there were some aches and pain

How did the experience impact you or others?
The provider was a Pacific Islander hypnoterapist whose relaxed, natural approach to labor and childbirth began to change patient's self-talk about what would happen next. Continued with 2 more sessions to finish learning.

What important circumstances prompted this event?
In 1991, patient was in Orange County (South Pasadena) and pregnant with second child. There had been a previous birth (for the 1st child) that lasted 36 hours at an academic institution and the patient did not like the process. She was referred to an auto-hypnoterapist for assistance with labor and delivery.

What was done? Gained knowledge on how her body and mind work together. Patient thought she knew a lot of things because she was educated but found more to learn. The birth was complicated, with umbilical cord wrapped around ankle. Required Vacuum extraction, four minute birth experience.

How did this experience make you or others feel?
Grateful and humble
Wiser and lucky

What could have been said or done differently for a better outcome?
My attitude and approach to learn something new. Could have been wiser about the learning process.

What would you like others to remember or learn from your experience?
The patient provider relationship depends greatly on the provider's assessment of where the patient is in the learning process and their level of acceptance and openness to learn.

Results to Date

Using **Appreciative Response Process**

to solicit feedback & collaboration has been successful in developing a Partner Guide in PCOR/CER

Currently recruiting Clinicians, Practice Members, Patients, and others to trial tools and methods

All will engage in:

- Reciprocal Relationships
- Shared Experiences
- Shared Learning
- Collaboration

JOIN US!

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