# Climate Assessment for a Patient Advisory Council at a Community Health Center - Family Medicine Residency

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## Introduction

- Patient-centered care is key to healthcare quality
- ⅓ of Patient-Centered Medical Homes have Patient Advisory Council (PAC)[1]
- Many high-functioning PACs at Community Health Centers (CHCs)[2]

Patient Care, Staff Culture

Clinic Workflow, Space

CLINIC ✚

- 2024 ACGME requirement for Family Medicine Residencies (FMR)[3]

## Question

1. What practices exist for running PACs associated with CHCs and FMRs?
2. What are current patient and staff attitudes regarding patient input and PAC design at our CHC - FMR?

## Methods

- Literature Review
- Patient Survey
- Staff Survey
- Stakeholder Outreach*

**Stanford-O'Connor (FMR)**

Program Director

Faculty

**Indian Health Center (CHC)**

Medical Director*

Clinic Manager*

Residents

Faculty with CHC Panel

CMO, CEO*

Medical Assistants

Front Desk Staff*

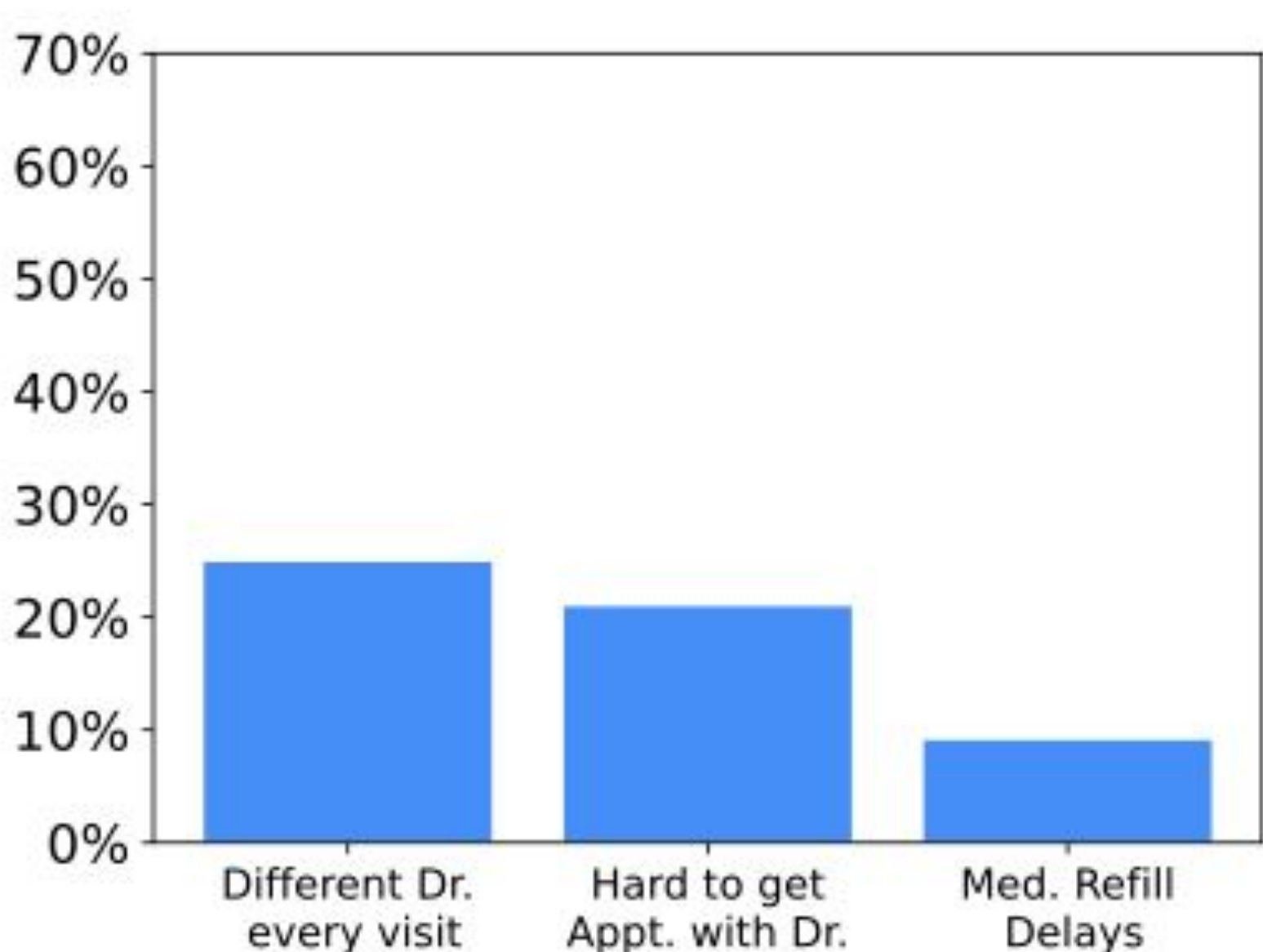Back Office Staff

MA Lead*

## Results

### Patient Survey

- 9/16/24-10/24/24, Multilingual
- 253 responses: 235 English, 17 Spanish, 1 Chinese; some missing
- 209 (91%) like/really like getting care at site
- 189 (90%) agree/strongly agree: "The clinic listens to my perspective as a patient."
- 47 interested in joining as patient advisor
  - 43 English, 3 Spanish
  - In-Person (32) > Video Meeting (31) > Phone Meeting (29)

**What do you like about getting medical care at CHC?**
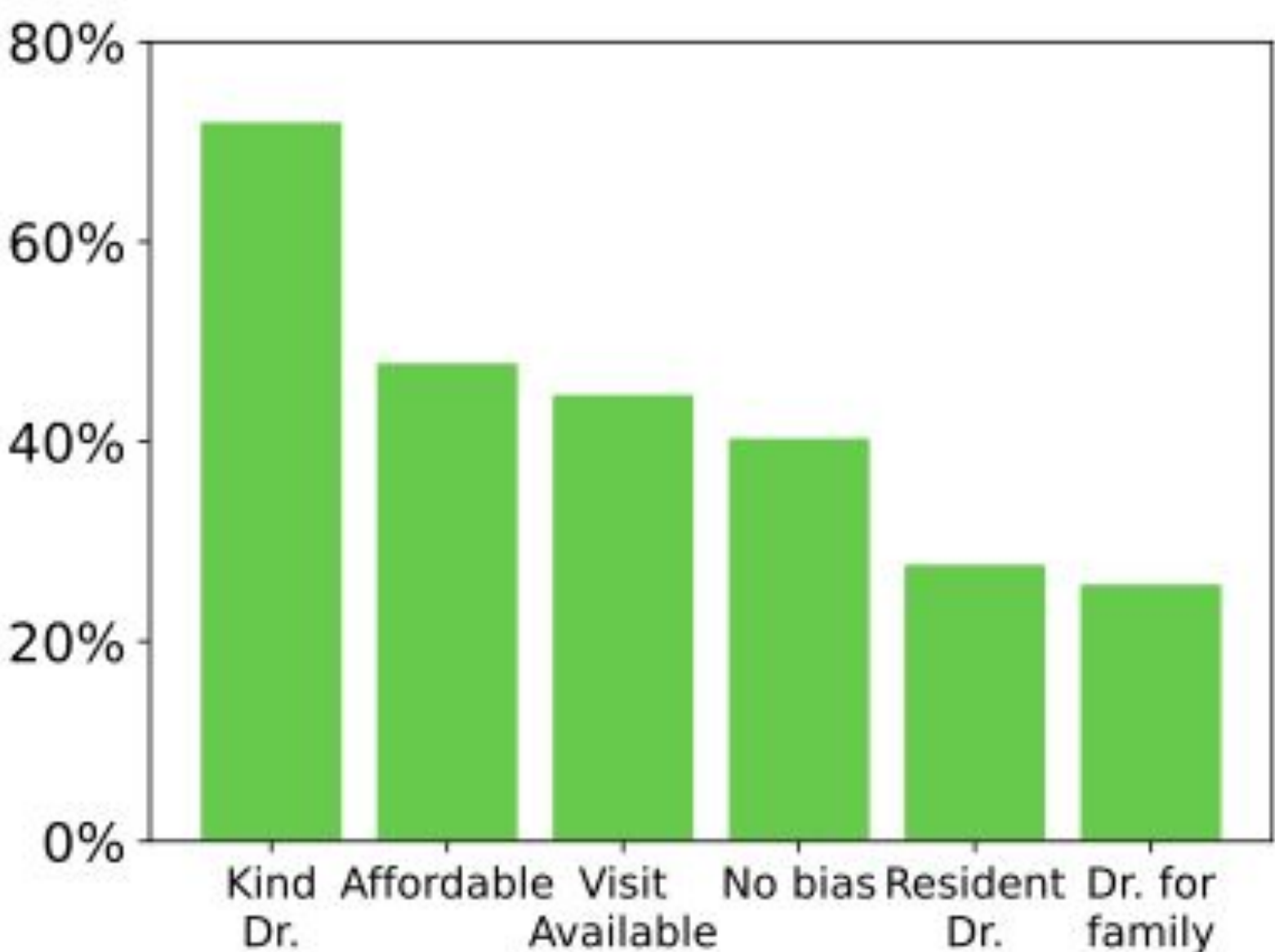
**What do you dislike about getting medical care at CHC?**

### Staff Survey

- 35 responses: MA, Front Office, Back Office, Resident, Faculty
- 4 (11%) agree: "There is enough patient input into clinic decisions."
- 20 (57%) agree: "Our CHC should establish a PAC to gather patient input."
- 14 (40%) agree: "Members of PAC should be paid for time."
- Tips for Representativeness: Age, Gender, Language, Race

**A PAC would give helpful feedback on the following:**

### Literature Review

| Prework | Logistics | Recruitment | Outcomes | Pitfalls |
|---|---|---|---|---|
| Leadership Buy-in Resource Recognize Formalize | 7-15 patients Monthly - Quarterly English / Spanish Reimbursement Dedicated Staff Time | Reflective of Population Interviews Term Limits | Feedback on Breaking Bad News Spanish Language Materials Immunization Barriers No-Show Reduction | Fall-off of Patients Lack of Diversity (predominantly white) Barriers to Participation Not Addressed |

## Proposal

- 1 English, 1 Spanish PAC
- PAC: 10 patients, 1 clinic staff, 1 clinic leadership rep (office manager and/or faculty), 1 resident
- Meet every 2 months
- Ideally Lunch time, Patient payment

| Task | Who | Hours per Session | Cost | Payor |
|---|---|---|---|---|
| Coordinate Meetings | Front Desk Staff | 3 hours | $0 if in workday $75 if not | CHC |
| Facilitate Meetings | Resident | 1-2 hours | $0 if part of rotation | N/A |
| Clinic Representation | Clinic staff, office manager, faculty leadership | 1-2 hours | $0 if at lunch $25-$50 if after hrs | FMR + CHC |
| Patient Advisor | Patient | 1-2 hours | $20 for food If reimburse, $15 If transport, $15 | FMR |

Total: $200 - $625 / session

## Conclusion

- High Patient Satisfaction Levels
- Patients, Staff Interested in PAC
- Best Practices: Dedicated Resources, Diverse Recruitment
- Next Steps: Resources, Leadership Buy-In, Sustainability

## References

1 Han, E., Scholle, S. H., Morton, S., Bechtel, C., & Kessler, R. (2013). Survey shows that fewer than a third of patient-centered medical home practices engage patients in quality improvement. Health Affairs, 32(2), 368-375.
2 Sharma, A. E., Willard-Grace, R., Willis, A., Zieve, O., Dubé, K., Parker, C., & Potter, M. B. (2016). "How can we talk about patient-centered care without patients at the table?" Lessons learned from patient advisory councils. The Journal of the American Board of Family Medicine, 29(6), 775-784.
3 Accreditation Council for Graduate Medical Education. "ACGME program requirements for graduate medical education in family medicine." Family Medicine (2024).