

# NPO PCMH User Group Meeting

What Matters to You?  
September 29, 2015




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## Work-to-Date

- *Phase 1:* Three sixty minute focus groups conducted: Two composed of business owners/human resources representatives, and one composed of community members with recent patient experiences. Additional written feedback.
- While responses and emphasis varied, themes raised and supported were consistent.



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Primary themes, within and between the groups, regarding components of patient – centered care and healthcare system redesign include:



- the system supports the patient emotionally as well as physically: patient-physician relationship is prioritized along with clinical competence
- patient and physician share two-way communication of an honest, complete and direct nature
- the system recognizes patient individuality and preference, and supports patient input in decision making
- the system is available at all times/when needed, with access to one's provider and healthcare information available via telephone, online and/or in person
- the system supports sharing of information amongst all patient care personnel, with a central source of patient care data
- the system provides ready access to healthcare resources, information and educational opportunities

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## Overarching Theme... *LISTEN*

- *What we heard:*
  - Consortium of physicians – direct pay to facilitate cost control and access to care
  - Increased access to wellness and holistic care options (acupuncture, homeopathy, etc.)
  - Improved resources/access to resources (e.g., physician philosophy, specializations, etc.)
  - Up-front cost/consistency
  - Healthcare educational opportunities
  - Improved accessibility
  - Two-way communication
  - Access to care: Timely contact/follow-up
  - Resource for healthcare information
  - Patient Liaison/Advocate



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## Thanks and Expectations



- There is a need...
- Glad we are asking...
- Consumers do not expect status quo...
- *More innovation!*

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## Next Steps



- *Phase 2:* Broad-based consumer survey for administration in the target geography of Manistee, Traverse City and Petoskey
  - Representation of patients via distribution of survey at provider offices; postage paid return
  - Community representation, distribution at Health Department; link to web-based survey

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## Survey Content and Methodology



- Ask respondents to consider their most recent physician/care experience
- Rate importance of care characteristics and provide effectiveness rating - key characteristics of patient-centered care
- Rate physician/provider and other care staff (nurses, front desk, etc.)