



**Consumers Advancing Patient Safety
Request for Proposals
Workshops on Consumer Engagement
Issued July 25, 2008**

Consumers Advancing Patient Safety (CAPS) is seeking proposals to convene groups of proactive consumers and others involved in healthcare provision and policy who wish to work with consumers for workshops to be held in three US cities/metro areas or regions in the United States in 2008-09. CAPS will seek local partners who demonstrate a commitment to patient safety and sustaining the work produced by the workshop participants and to plan the events. The initiative, titled ***Add Patients, Change Everything!***, aims to develop sustainable community-based partnerships that advance patient safety in America.

Our goals are to discuss a patient-centered approach to the delivery of healthcare and contribute to the public discussion on patient safety. The workshops are designed for consumers to share their experiences with the healthcare system in order to envision proactive partnership roles for patients with the healthcare system, and to engage other stakeholders in healthcare in realizing a shared vision of consumer-centered safe and effective care.

These workshops are sponsored by sanofi-aventis U.S. LLC. We are grateful for their support of this important work.

Objectives and Deliverables

Our primary objective is to assist healthcare providers and policymaking organizations to become more patient-centered by better understanding the roles consumers play or could play as partners in keeping healthcare safe in all settings. We are particularly interested in learning from consumers who have been change agents, so that we can build on their experience and teach others what they learned through their interaction with healthcare. We look forward to the workshop as an event where consumers, healthcare professionals, and other stakeholders from the healthcare system, who are ready to work in partnership, will begin to realign their relationships creatively and constructively. Our ultimate purpose is to improve healthcare.

The two objectives of the ***Add Patients, Change Everything!*** project will be synergistic. The workshops will constitute crucial “learning labs” for exploring how we close the gap between what we currently think consumers can contribute as partners in safety work and how to engage them in either fulfilling these expectations or re-crafting them. The project will also foster a better understanding of what constitutes successful integration of consumers as active participants in efforts to manage risk in healthcare and prevent avoidable harm across transitions of care. Success in this project will mean sustainable local partnerships that CAPS can both learn from and replicate in other communities.

The workshops use the CAPS methodology and are based upon a process called Appreciative Inquiry (AI) that builds on strengths that are found in each system, situation or human being. AI is a strategy for positive change that identifies the best of “what is” to pursue dreams and possibilities of “what could be.”

The workshop has two distinct phases. Beginning on the first evening, a group of consumers will convene to share experiences, focusing on their efforts to communicate with healthcare providers about errors or safety concerns. On the morning of second day, a group of stakeholders from a range of healthcare roles, including providers and policy-makers, will join the consumer participants to interactively explore roles and pathways for successful consumer partnership with the healthcare system. The combined group will work together through the afternoon on the third day when the workshop will conclude.

Minimum core deliverables of the workshops include: (1) analysis of opportunities for consumer partnership on patient safety issues as well as the gaps and obstacles that stand in the way of successful consumer partnership; and (2) a report that includes an action plan for practical steps for consumers, healthcare professionals, and other key stakeholders to build successful partnerships for safer care in their region. Other products or outcomes will be developed in local planning processes.

Selection Process

Three workshops will be held in 2008-09. Participation is limited to about 40 people at each workshop event. **The deadline for proposals is Friday, August 15, 2008.**

All proposals will be reviewed the CAPS Board of Directors' Program Committee. Recommendations will be made to the CAPS board, which will make final decisions. Applicants will be notified via email by September 12 whether or not they have been selected.

The following criteria will be considered in selecting communities to participate:

- Evidence of a commitment to sustain the work products developed by the participants during the workshop
- Evidence of active involvement in efforts to improve patient safety or healthcare quality in your local community
- Identification of a local planning committee to provide guidance on workshop planning and participant recruitment
- Identification of in-kind support for meeting room space, A/V equipment and administrative assistance for workshop planning and execution
- Submission of a proposal that includes contact information of the project lead and brief answers to the application questions, not to exceed eight pages in length. Feel free to attach materials that illustrate your interest in patient-centered care and patient safety.

Proposals should be in letter format and include the following information:

1. Name, title, organization, address, phone and email for primary contact/project lead.
2. Names of other organizations that will be involved in developing the workshop locally and brief descriptions of their role and the value they bring to this work.
3. Description with some detail of your organization's interest in or experience with improving patient safety or patient-centered healthcare.
4. Description of the in kind resources you or your partnering organizations can bring to the effort, such as donated or discounted meeting room space, administrative support, meals, AV support, parking, etc.

5. Description of an experience in which your organization has achieved success by working collaboratively in your community with other organizations or community leaders.
6. Explanation that addresses why your organization wants to host a consumer workshop to improve patient safety and what you and your community will do to develop the workshop recommendations or further sustain the work it started.

Email and address proposals to:

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For more information, call 312-274-1301.