

CAPS Consumer Engagement Workshop:

Transforming Patient Safety through Effective Partnerships



This workshop helps your organization find patients who are solutions oriented, invested in safety and understand partnership and collaboration.

The CAPS workshop experience was greatly helpful in assisting our region in bringing disparate patient and family energies into a more organized and workable force, which has since become an important part of the fabric of patient safety in the state. The workshop itself was not the only source of this result -- the CAPS process of seeking and vetting participants, even before the workshop occurred, was a highly effective way to identify people from both sides of the patient-provider divide who were willing and able to reach across it.

Edward A. Dauer
Richard E. Quinn, MD, FACS, ARM
Colorado Patient Safety Coalition

Over the past two years, Consumers Advancing Patient Safety (CAPS) has designed and implemented a series of highly successful workshops that have tested tools we have developed for consumer engagement. These tools engage consumers in the coordination, safety and effectiveness of their own care or the care of their loved ones.

Workshops have been convened by leading healthcare organizations in major cities across the country. Using an Appreciative Inquiry methodology¹, sponsors and participants have learned valuable lessons that they have been able to use in their communities to develop more patient-centered healthcare by better understanding the roles consumers can play as partners in keeping healthcare safe in all settings.

In a recently published article, several healthcare thought leaders state that they believe that we need to move beyond the decade old Institute of Medicine recommendations that established a priority for changes in systems². They challenge us to radically change the ways in which we think about care and how it is provided. The authors cite the need to not only improve healthcare, but also to transform it. One of their five transforming concepts is consumer engagement by including the patient as a full partner in all aspects of healthcare. Failure to effectively engage consumers is one of the foremost factors in delaying meaningful improvement in healthcare system safety.

Engaging consumers in positive, future-oriented improvement work is not easy; yet it is fundamental to achieving better outcomes in your own healthcare organizations and across the continuum of care settings in your community. Finding the **RIGHT** patients to work with your workforce and become part of your organizational culture are keys to success. By sharing our experience, these workshops will teach you how.

Bringing the CAPS Workshop to your Community

CAPS Consumer Engagement Workshop: Transforming Patient Safety through Effective Partnerships is now being offered to communities and health systems around the nation. By combining the findings from the workshop series and building on its mission, experience and knowledge, CAPS is uniquely qualified to teach healthcare organizations how to effectively create a lasting partnership with consumers, practitioners and patient safety community-based programs so that patient safety can be fundamentally improved and sustained.

During this two day workshop, attendees – including consumers, patients, healthcare managers, practitioners, and local patient safety organizations – will use participants' personal experiences and their individual and collective successes as the basis for developing strategies for future organizational and/or social challenges.

- Each workshop is designed in partnership with the sponsoring organization.
- The goal is to eliminate the gap between consumers' current contribution and how they could become truly meaningful partners in the delivery of patient-centered, safe care.

The workshop will help your organization establish pathways for more effective patient engagement and a roadmap to meet the Joint Commission standards requirements for patient involvement. As the National Quality Forum states, patients who play an active role in their healthcare are critical to stronger outcomes and lower costs for organizations.

The CAPS consumer engagement workshop helps organizations learn how to incorporate patient/consumer experiences into policies, procedures and care protocols. Through this process, your organization will identify patients and families eager to be of service and grateful for the opportunity to stay involved even after the workshop is over.

¹ See <http://appreciativeinquiry.case.edu/> for a fuller discussion of the methodology, and www.aiconsulting.org for a description of AI used in healthcare conferences.

² Leape L, Berwick D, Clancy C, et al; for the Lucian Leape Institute at the National Patient Safety Foundation. *Transforming healthcare: a safety imperative.* *Qual Saf Health Care.* 2009;18:424-428.

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CRITICAL ELEMENTS OF *CAPS Consumer Engagement Workshop: Transforming Patient Safety through Effective Partnerships*

- Consultation and coaching for pre-planning and organizing conference calls
- Selection of participants to effectively create a lasting partnership with consumers, healthcare managers, practitioners and patient safety community-based programs
- Resources, tools and reading materials
- Onsite facilitation by two trainers
- Framework for an action plan and timetable to help drive change in each community
- Ongoing strategic counsel to maintain sustainability

Contact us Today!

For inquiries about the workshop or to sign up contact:
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Share the Excitement of Others - Read What our Workshop Participants Have to Say

"The CAPS workshop brought together patients, community members and healthcare professionals in an extraordinary shared experience. It was a constructive, creative process which was tremendously satisfying for all our participants both substantively and emotionally. The work plans we developed were robust and detailed, and have driven improvement and engagement ever since."



Cynthia Barnard
Director, Quality Strategies
Northwestern Memorial Hospital
Chicago, IL

"In my ten years of working in the field of healthcare quality and safety, the experience of participating in the CAPS workshop was unsurpassed. For the first time, I felt true partnership between healthcare workers and the people we serve toward the goal of safe care every time."



Carrie Nelson, MD, MS, FAAFP
Illinois Medical Director, Your Healthcare Plus
Assistant Professor, Rush Medical College
Chair, Coalition for Quality and Patient Safety of Chicagoland
Vice President, Institute of Medicine of Chicago

"The CAPS workshops in Chicago, Baltimore and Phoenix on partnering between patients/families and providers were ground-breaking events. The passion, conversation, mutual respect and ideas generated in each workshop were remarkable. This process and methodology should be duplicated in communities all over the country."

Dan Ford
Consumer participant

"I have participated in two CAPS workshops partnering patients and providers — as a provider-participant at Northwestern Memorial Hospital in Chicago, and as a meeting planner and facilitator at Johns Hopkins in Baltimore. As a doctor and healthcare administrator, I know that all provider organizations are looking for effective ways to actively involve their patients in patient safety and quality improvement. These workshops provide a structured, effective, and inspiring way for a healthcare organization to identify an activated group of patients and community members. I believe the involvement of a corps of consumer partners throughout the healthcare system will make possible many other opportunities for improvement. "



Robert L. Brooks, MD, PhD, MBA
Orthopedic Surgeon
Past Chair, Patient Safety Committee
American Academy of Orthopaedic Surgeons