

Patient Partnership C O U N C I L



H A N D B O O K

A council of patients, residents, staff, board, and administrative leaders for the benefit of all.

Patient Partnership Council (PPC) Handbook

Purpose

The PPC is a group of former patients, family members of those patients, residents, staff, board, and administrative leaders committed to finding opportunities to co-design and improve the patient/resident and family experience.

PPC's are a productive way for patients and families to partner with a healthcare system to provide guidance on how to improve the patient and family experience. Healthcare organizations have embraced councils to not only learn from the consumer's point of view and experience but also to integrate their ideas into service delivery and quality improvement efforts. This unique perspective from patients, residents and families can positively impact care and assist with engineering a more customer-centered approach to the work of healthcare organizations.

Person-Centered Care:

(defined by Planetree International).

"Person-Centered Care is care focused on the needs of individuals, guided by peoples' preferences and values, and includes supporting structures, policies, and practices that create a culture of quality, compassion, and partnership across the continuum of care. The approach also focuses on supporting the professional and personal aspirations of healthcare professionals who can more effectively care for others when they feel cared for themselves."

This definition is explicit in emphasizing the dynamic partnership between patients, families, and their clinical team. By emphasizing the concept of "co-designed goals and care options," this definition deepens our comprehension of person-centered care. It transcends the conventional approach of working for patients and families by fostering a partnership with them. This extends beyond merely shaping their care at a personal level and continuously enhancing it at the organizational level. It also involves jointly defining the outcomes that hold the utmost significance to them.

Why Person-Centered?

This terminology moving from "patient-centered" to "person-centered" is in line with an approach to healthcare that treats individuals as more than a sum of their body parts and medical conditions. When it comes to how individuals view themselves and how they want to be viewed by others, rarely is "patient" the primary definer of their identity. They are multi-dimensional human beings, whose care should be provided in a holistic way to address their full range of their needs, preferences, and experiences. In other words, it is an approach that focuses on the person first. Furthermore, to truly promote health, wellness, and holistic care, we must look beyond an individual's health history and their list of complaints and symptoms to consider their experiences outside of the healthcare delivery system. Better understanding the social determinants of an individual's health is an integral component of person-centered care. Finally, adoption of this terminology better captures the inclusiveness of person-centered care. A person-centered culture is not built solely around the patient experience and the needs and preferences of patients, but also must address the experiences and needs of family members, as well as of healthcare professionals.

According to the Institute for Patient and Family Centered Care, patient-family centered care calls for new approaches to healthcare that are grounded in partnerships between providers, patients and families. Collaboration between these partners is necessary for the delivery of safe and effective care, and as such these relationships should be central to new processes.

The Institute outlines Four Core Concepts for Patient and Family-Centered Care

- 1. Dignity and Respect:** Healthcare practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
 - 2. Information Sharing:** Healthcare practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
 - 3. Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
 - 4. Collaboration:** Patients, families, healthcare practitioners, and healthcare leaders collaborate in policy and program development, implementation and evaluation, facility design, and in professional education, as well as in the delivery of care.
- * The term "patient" also may also be used interchangeably with residents or clients.*

The mission statement for the Patient Partnership Council:

To participate in the design and structure of processes that ensure the development of effective and sustained partnerships with patients/residents and families to enhance quality, safety and the experience of care at Central Peninsula Hospital and its family of services.

Terms of Membership & Meeting Frequency

- No Special Qualifications Required:** Open to individuals without specific qualifications or expertise.
- Representation from Diverse Service Area:** Members will represent a broad cross-section of our service area population.
- Recent Healthcare Experience:** Individuals with healthcare experience within our organization in the past one to two years.
- Willingness to Share Experiences:** Should be willing to openly discuss their experiences and share insights and information.
- Time Commitment:** Availability to prepare for and attend regularly scheduled meetings. (Bi-monthly meetings with individual flexibility to participate in additional identified service opportunities as desired.)
- Effective Communication Skills:** Ability to listen attentively, respect diverse perspectives, and interact positively with various individuals.
- Collaborative and Partnership Skills:** Capable of working in partnership and collaborating effectively with others.
- Positive Outlook and Sense of Humor:** Should enjoy working with others, maintain a positive outlook on life, and bring a sense of humor.
- Commitment Duration:** Members will be asked to join the council for two-to-three year terms.
- Meeting Schedule:** Meetings are scheduled every other month, with intentional summer month vacations unless necessary.
- Volunteer Program Participation:** Members with patient-facing interactions will be invited to join the CPH Volunteer Program.
- Leadership Roles:** The council will nominate a chair and co-chair to lead meetings and assist in setting an agenda.
- Documentation:** Council minutes will be taken by CPH support staff.
- Board Liaison:** A board member from CPGH, Inc. will serve as a liaison to the committee, connecting with the board, Planetree Steering Team, and PRFPC.

Orientation of New Members

Each new member will receive:

- A handbook
- A roster of the membership
- A dedicated tour of the organization highlighting Planetree amenities and areas where patient and family input has been incorporated. This will be scheduled with Bonnie Nichols or Frank Alioto.
- A listing of teams in the organization that include community members.
- Meeting schedule for the year.
- An open invitation to participate in our *“Reconnecting To Purpose”* in person training and *Virtual Planetree Staff Retreats* as well as our *“Becoming a Totally*

Responsible Person” training. Contact Rachel Verba at 714-4775 to have links to the training emailed to you.

- **Health Insurance and Portability Act (HIPAA) orientation.** All advisors will sign a confidentiality statement. All information shared in meetings will be de-identified to protect the privacy of individuals.
- **Infection Control:** If advisors will be visiting units or serving on hospital committees or coming into contact with patients they must join the Volunteer program to have a background check and visit the employee health nurse to receive preventive screenings and vaccinations and to be advised on proper hand-washing techniques when visiting clinical areas.

Hospital Teams where patients are invited to play a positive role in either short-term projects or as committee members.

Spirituality: The CPH Spiritual Care Team coordinates efforts defining the role of spirituality and healing the whole person (body, mind, and spirit). We offer spiritual guidance and support for patients, family, and staff. We respect and honor diversity and work to create environments that foster opportunities for reflection, healing and education.

Integrative Therapies: To increase awareness through education of staff, patients and community so individuals may make informed decisions regarding integrative healthcare and to then facilitate pathways for staff, patients and community to access integrative care within our facilities for optimal health.

Volunteers: To support person-centered care activities and the mission and vision of Central Peninsula Hospital and its family of services.

Healing Environment & Arts: To create an environment that is less institutional and more home-like in appearance. We adhere to design standards addressing signage, interior finishes, lighting and the auditory environment. We work to remove symbolic and real barriers in patient care areas and to create quiet, healing spaces, gardens and staff rejuvenation spaces, lounges and or/libraries.

Patient/Resident Experience Team: Working with leadership to identify and improve the patient experience in both inpatient and outpatient settings. Rounding on patients, participating in process improvement efforts to achieve better patient and resident satisfaction and giving

HR feedback about the qualities to look for in new hires.

Culture and Communication Team: To inspire a values driven culture that recognizes the importance of every team member, supports open communication and celebrates success.

Patient Education Team: This team's aim is to design and implement a model for the education of patients, their families and the community that is responsive to the consumers' increased demand for more involvement in their healthcare.

Staff Education Team: This mission of this team is to offer education opportunities to ensure that all employees can demonstrate caring attitudes and engage in compassionate communication not only with patients but also with one another. This team aims to foster a culture of safety, compassion, respect and collaboration, promoting person-centered care throughout the organization.

Green Team: This team is dedicated to promoting environmentally sustainable practices and initiatives to reduce the hospital's environmental impact, improve resource efficiency and implement eco-friendly practices and procurement of sustainable products. The green team collaborates with different departments to raise awareness with community organizations working to create a greener and more environmentally responsible community.

Organizational Description

Main Health Care Services

Central Peninsula Hospital (CPH)

250 Hospital Place, in Soldotna

CPH is a Kenai Peninsula Borough (KPB) owned, community hospital operated under a lease agreement by a private not for profit corporation. Located in rural Soldotna, Alaska, CPH's journey began in 1971 as a modest community-initiated facility with 8,000 square feet served by three physicians. Today, it has matured into a state-of-the art facility and includes Heritage Place, a 60 bed Continuing Care Facility served by more than 80 physicians and 30 allied health providers. Clinical services have also expanded to both on and off campus locations:

Central Peninsula Behavioral Health

245 N. Binkley, Suite 202, Soldotna.

Serenity House Treatment Center

Serenity House is a 12-bed residential chemical dependency facility located on Kristina Way off K-Beach Road. You must call ahead to schedule a visit

Central Peninsula Care Transitions:

CPH Care Transitions is a six-bed withdrawal management facility, designed to be the first step toward navigating patients to a life of recovery. We provide 24 hour nursing care, case management, and education about addiction. Admissions are by appointment only and they need to contact the front desk at Serenity House 714-4521.

Central Peninsula Transitional Living Soldotna:

Affiliated with Serenity House Treatment Center.

Central Peninsula Family Practice and Pediatrics

245 N Binkley in Soldotna

Central Peninsula Family Practice

508 Lake Street in Kenai

Central Peninsula Internal Medicine

247 Fireweed Street in Soldotna

Central Peninsula Neurology

River Tower @ 240 Hospital Place in Soldotna

Central Peninsula Oncology

River Tower @ 240 Hospital Place in Soldotna

Central Peninsula Bone and Joint

River Tower @ 240 Hospital Place, Suite 103 in Soldotna

Central Peninsula Foot and Ankle

River Tower @ 240 Hospital Place, Suite 102 in Soldotna

Central Peninsula Rehabilitation

- 245 N. Binkley, lower floor in Soldotna
- River Tower @ 240 Hospital Place in Kenai Spine
- 232 Rockwell at Heritage Place
- 260 Caviar Street in Kenai

Central Peninsula Surgical Services

River Tower @ 240 Hospital Place, Suite 305 in Soldotna

Central Peninsula Urology

River Tower @ 240 Hospital Place, Suite 303 in Soldotna

Central Peninsula Women's Health

108 Corral Street, Soldotna

Central Peninsula Surgery Center

100 Trading Bay, Suite 9, in Kenai

Central Peninsula Sleep Center

262 Binkley, in Soldotna

Central Peninsula Kenai Spine

River Tower @ 240 Hospital Place, Suite 104 in Soldotna

Clinical Forensic Team

Includes *Sexual Assault Nurse Examiners*.

Central Peninsula Diabetes Center

209 Katmai Avenue, in Soldotna

Central Peninsula Mental Wellness Clinic

291 W. Fireweed Street, Soldotna

Central Peninsula Gastroenterology Clinic

River Tower @ 240 Hospital Place, in Soldotna

Central Peninsula Urgent Care

10128 Kenai Spur Hwy, Kenai

Heritage Place

232 W. Rockwell Avenue in Soldotna

Kenai Health Center

630 Barnacle Way, in Kenai

Offering radiology, lab draw station, is located next to the Kenai Public Health Center

Components of Health Care

Primary Health Care Facility: CPH is the *Primary Health Care Facility* serving the central Kenai peninsula area.

Primary Service Area: The *Primary Service Area (PSA)* has approximately 39,000 residents and includes the communities of Kenai, Soldotna, Sterling, Kasilof, Ninilchik, Clam Gulch, and Cooper Landing.

Secondary Service Area: 17,000 residents live in the *Secondary Service Area (SCA)*, which includes Homer, Anchor Point, Moose Pass, and Seward.

Scope of Service Area: Typical of Alaska, Kenai Peninsula residents live in an area that covers 15,700 square miles of land, roughly the size of Massachusetts and New Jersey combined. As a major Alaskan tourist destination, the region enjoys a seasonal influx of over 150,000 visitors during the busy summer months.

Outpatient Services: Include emergency services, comprehensive diagnostic imaging, physical medicine, oncology, ambulatory surgery, laboratory, cardiac rehabilitation, cardiac catheterization lab, sleep studies and behavioral health, and wound care.

Community Oriented: CPH's institutional memory is deeply connected to its community roots. CPH prides itself on maintaining a community-oriented focus by offering a very generous financial assistance program for patients who meet certain income criteria, continuing medical education, general health education, free and reduced cost health screenings, and comprehensive behavioral health prevention services.

Affiliations: CPH works closely with the University of Alaska and other universities in the lower 48 to provide a clinical experience in areas like Laboratory, Imaging, Nursing and a Residency Program through the University of Washington for Rural Physicians through the Central Peninsula Internal Medicine Clinic. CPH is also a training site for Project Search for developmentally disabled students.

Active Medical Staff: CPH's primary health service delivery is through collaboration between physicians and clinical support staff. Approximately one-third of credentialed physicians on the *Active Medical Staff* are employed or maintain contractual relationships with the hospital. The majority of physicians operate independent practices and utilize hospital-based services as needed by their patients. Allied health providers, nursing staff, and other essential clinical services support these physicians. CPH also maintains formal partnerships with *South Peninsula Hospital* in Homer and a tertiary referral hospital in Anchorage to ensure patients experience a seamless continuum of care.

Organizational Culture: As the first Planetree person-centered hospital in Alaska, CPH seeks healing in all dimensions: mental, emotional, spiritual, and social, as well as physical. CPH is committed to delivering Compassionate, Personalized, Healing in all of our interactions.

Central Peninsula Hospital

Mission Statement

We are a community-initiated and community-nurtured organization dedicated to promoting wellness and providing high quality health care that ensures the confidence and loyalty of our customers.

Vision Statement

We will become a regional medical center focused on improving individual and community health and achieving national standards of excellence.

Values Statement

SAFETY: We promote a culture of safety, to include physical and psychological safety.

- Speaks up and encourages others to speak up, asks respectful questions and receives feedback
- Acts on unsafe situations or hazards in a timely manner and reports without fear of reprisal
- Identifies process improvement opportunities and participates in resolution encouraging collaboration and teamwork
- Maintains competency of skills

INTEGRITY: We hold ourselves accountable to the highest ethical and performance standards, demonstrating honesty, professionalism and sincerity.

SERVICE/EXCELLENCE: We are committed to consistently improving healthcare outcomes and exceeding expectations of those we serve.

COMPASSION: We recognize every person as a whole human being with different needs that must be met through listening, empathizing and nurturing.

STEWARDSHIP: We are each responsible for wise oversight of all resources entrusted to us.

RESPECT: We will create a harmonious environment that will honor each person's dignity and reflect their worth.

- Promotes a culture that makes people feel appreciated and valued.
- Demonstrates professionalism in treating staff and providers with dignity and respect that inspires the trust and confidence of our patients.
- Demonstrates zero tolerance for harassment, threats, intimidation and discrimination.
- Recognizes each person as a welcome guest by demonstrating courteous interactions and respect for diverse backgrounds.

Key Regulatory Agencies

Agency	Requirement
State of Alaska	Hospital and Nursing Home Licensure & Certificate of Need
Joint Commission	Accreditation
IRS	Not-for-profit status
OSHA/CDC	Employee Safety & Infection Control
CMS	Medicare & Medicaid, Conditions of Participation
HIPAA	Privacy & Data Security
EPA / ADEC	Environmental Impact
EMTALA	On-call Physicians/Transfer Consents
AK Dept of Labor	Business Regulations

Organizational Structure and Governance

Kenai Peninsula Borough: CPH is owned by the Kenai Peninsula Borough (KPB) and operated through a lease and operating agreement (LOA) by Central Peninsula General Hospital, Inc. (CPGH, Inc.).

Board Of Directors: CPGH, Inc is governed by an eleven-member Board Of Directors (BOD). The BOD is comprised of a cross-section of professional, business, and active community leaders living in the primary service area and one member who lives outside the service area. New members are selected by an application process advertised to the community at large. The BOD selects applicants and they appointed to committees by the Board President. All Board members receive a small stipend for their expenses.

The BOD develops the organization's strategic vision and establishes policies that support quality person-centered care. The BOD also hires the *Chief Executive Officer (CEO)*, who is responsible for hospital operations and all his hires. The *Chief Nursing Officer (CNO)* *Chief Financial Officer (CFO)*, and *Chief Operating Officer (COO)* as well as the *Chief Information Officer (CIO)*, and the *Chief Medical Officer (CMO)*, oversee individual departments and report to the CEO. The *Director of Human Resources*, reports directly to the

CEO. The CEO is assisted in decision-making by a self-appointed *Administrative Council*. A board member is identified as a liaison to the *Planetree Steering Committee* as well as the *Patient Partnership Council* each year by the board president.

Medical Staff: Physicians practicing in the hospital are organized into a *Medical Staff (MS)* with independent bylaws. The MS is responsible for working with *Senior Leadership* and the BOD to deliver patient-centered care. The MS monitors the quality and necessity of patient care and provides recommendations for provider credentialing, as well as providing ongoing peer review. MS officers are elected to one-year terms and include the *Chief of Staff*, *Vice Chief of Staff*, and *Secretary*. Officers volunteer their time and may serve no more than two consecutive terms in the same office.

The Central Peninsula Health Foundation, Inc.: CPHF was formed in 2005 and has recently become a supporting organization with the intention of raising philanthropic support for the Hospital and related programs. This supporting foundation is an independent public charity.

