

# Healthcare Partner Program

September 2021

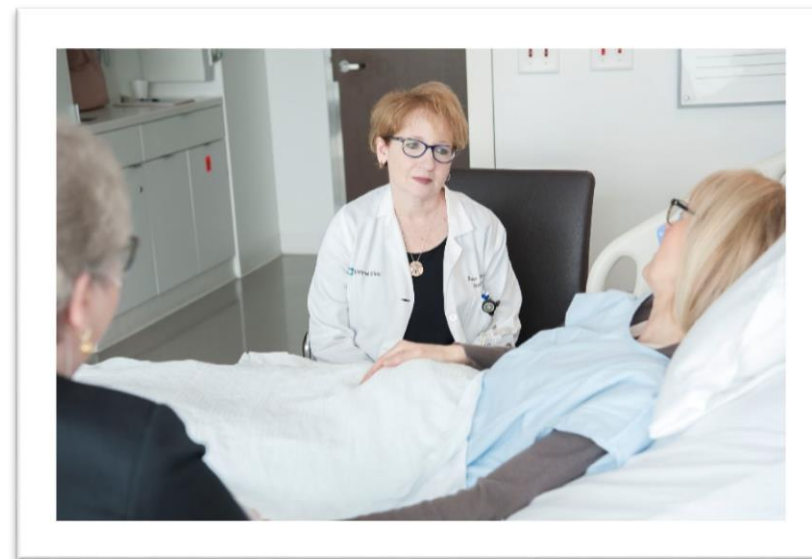
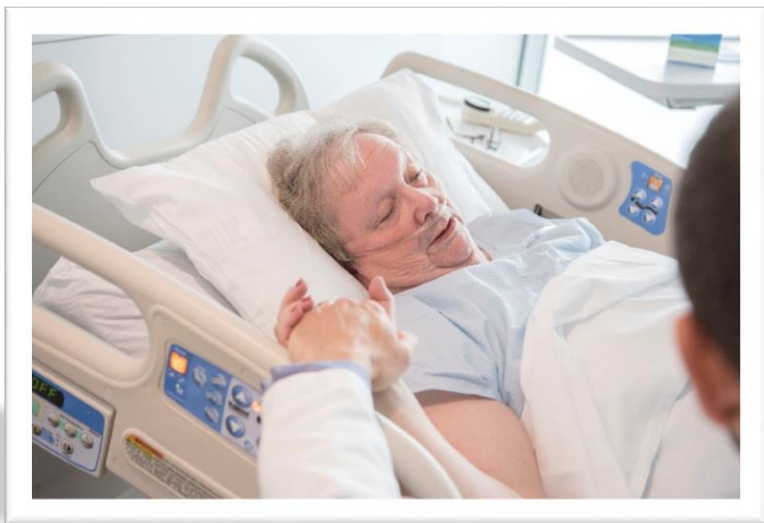
Volunteer Services Department



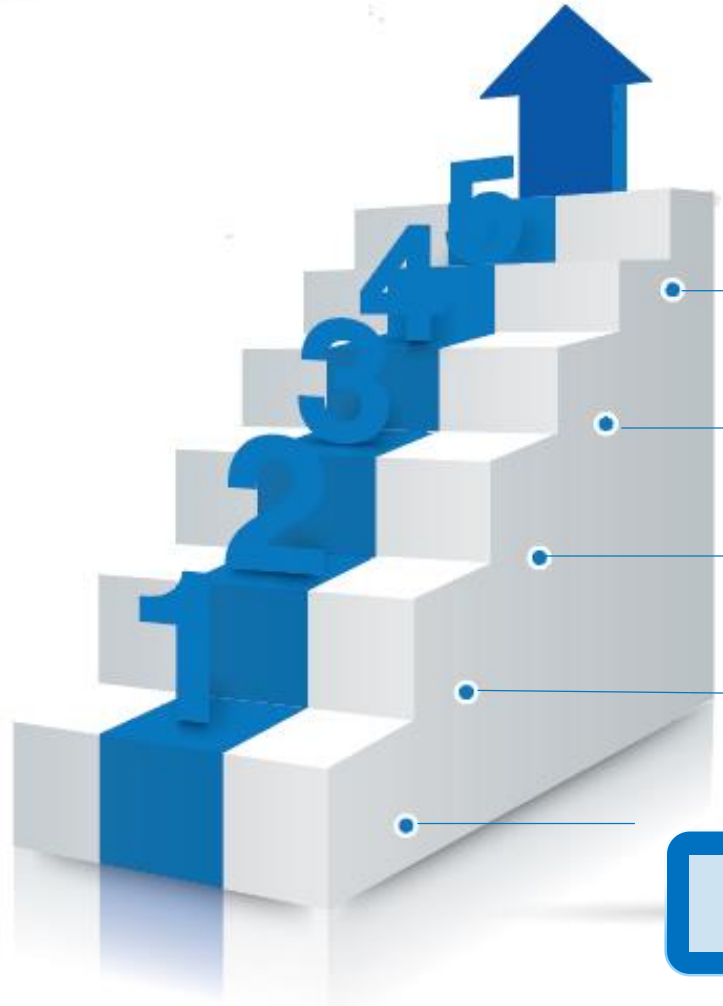
# Purpose



We work with Healthcare Partners, defined as patients and the community that cares for them, and the CC caregivers to transform healthcare & support our vision of Patients First, Caregivers always and supporting *relationship- centered care.*



# Mission, Vision, Principles



## TRANSPARENCY

Share & leverage best practices

## COMMUNITY

Reflect the community  
We serve & hope to serve

## COMMITTEE WORK

Embed HCP's in existing committees

## CO-DESIGN

HCP at the onset of projects, SolVE, improvements

## CO-LEADERSHIP

Active participation from HCP as a co-leader

## MISSION

Improving healthcare through collaboration

## VISION

Patients & Caregivers as Partners for better health



## Our Voice: Healthcare Partners

### Guiding Principles

We work with our healthcare partners, defined as patients and the community that cares for them, and Cleveland Clinic caregivers to transform healthcare, and support our vision of Patients First and providing relationship-centered care.

***Vision: Patients and Caregivers as Partners for Better Health***

***Mission: Improving Healthcare through Collaboration***

## Healthcare Partners Guiding Principles – written by the formation committee

We provide compassionate care addressing the emotional, spiritual, and physical needs of all stakeholders to transform healthcare together as a community. We will promote the best care for healthcare partners while supporting caregivers, based upon the following principles.

The voice of healthcare partners will guide care. Council meetings will be co-lead by healthcare partners and Cleveland Clinic caregivers.

- We will involve healthcare partners in committee work (e.g.; ethics, quality).
- We will be proactive in our work and involve healthcare partners in defining and planning projects from the onset.
- We will seek to represent the diverse populations served.
- We will measure the impact of our work through ongoing evaluation
- We will transparently share our work with one another and engage in continuous improvement.
- We will improve what exists, and dream about what doesn't to drive innovation.
- We will work to enhance the lives of those that serve through compassion and empathy.
- We will respect all opinions.
- We will think beyond our own experiences to that which serves the greater good

# Request a Partner

**Healthcare Partner Request Form**

Cleveland Clinic works with Healthcare Partners, defined as patients and the community that cares for them, and Cleveland Clinic caregivers to transform healthcare, and support CC's vision of Patients First and providing relationship-centered care.

This form is intended to help us connect Caregivers with Healthcare Partners to fulfill that vision.

Who is the Healthcare Partner Program assisting:

Date of Application   M D Y HM  
\* must provide value

Request is for Healthcare Partner engagement with   
\* must provide value

How soon are the Healthcare Partners needed to engage?  
\* must provide value

As soon as possible
within 30 days of this request
31-60 days
>60 days
Unknown

How many Healthcare Partners are you requesting to inform the project / committee / presentation?  
\* must provide value

1
2-5
5-10
10-20
>20

What is the expected level of involvement for the

**Cleveland Clinic** | today

HOME CLINICAL TOOLS R

**Patient Experience**


Home

**Request a Health Care Partner**

Data Request Project Form

**Plan of Care Visits**

Learn more and view resources for Plan of Care Visits.



<https://is.gd/REQUESTAPARTNER>

# Recruitment



<https://is.gd/CCVolunteerApplication>



Healthcare Partner Interest



# Badging & Onboarding

## NEW

### Volunteer Healthcare Partners

- Quantiferon Blood Test – Occ. Health
- Background Check
- View Online Orientation
- View Online Safety Precautions
- Silk Road Documents Online
- Obtain a CC Volunteer badge
- Signed HCP Position Description

## RENEWING

### Volunteer Healthcare Partners

- TB Screen only
- View Online Orientation
- View Online Safety Precautions
- Silk Road Documents Online

# Healthcare Partner Position Description

## HEALTHCARE PARTNER FUNCTIONING ON A COMMITTEE OR PROJECT

### VOLUNTEER

Approved 3 /18 / 2021 / Kristin Erenberg, Senior Counsel / Julie Rish, AC Experience Officer

#### SUMMARY

Participate in meetings, committees, and projects, virtually and/or in-person, with Cleveland Clinic Caregivers, representing the voice of the patient, transforming the delivery of healthcare, collaboratively, in an in person setting

#### RESPONSIBILITIES

- Adherence to all Cleveland Clinic Mission, Vision, and Values
- Respect for all people and opinions
- Onboarding and annual renewal per Cleveland Clinic Volunteer Policy
- Arrive prior to meeting start time, in appropriate location
- Engage in respectful, supportive, conversation
- Comply with all privacy training
- Committee work, speaking, project work
- Health Care partners who participate in other volunteer service may do so only in approved position descriptions and participate only in approved behaviors; tasks and duties with no change in scope. The additional Volunteer Assignment Description(s) form is required to be signed

#### BASIC QUALIFICATIONS

- Selected for participation by Program Manager, Health Care Partners

#### PHYSICAL REQUIREMENTS

- Able to sit

#### TRAINING

- Volunteer Services - Health Care Partner program

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*I have read and understand the responsibilities associated with this assignment as outlined in this position description.*

*Failure to comply with the position description may result in disciplinary action up to and including termination.*

VOLUNTEER  
FIRST / LAST NAME

VOLUNTEER  
SIGNATURE

DATE

SCHEDULED  
DAYS

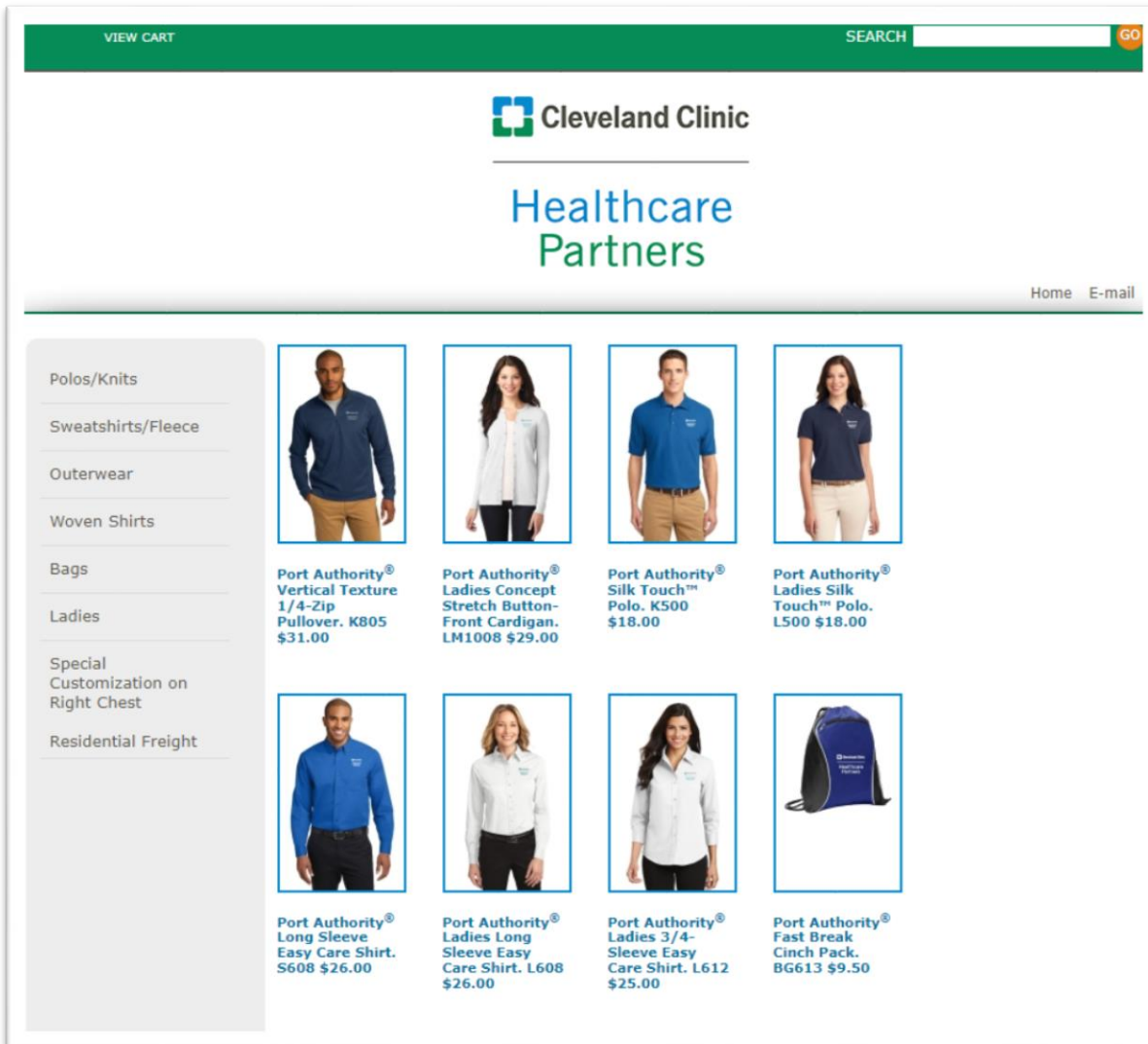
SCHEDULED  
TIMES

DEPARTMENT  
ASSIGNED

SITE  
LOCATION



<https://www.companycasuals.com/CCHealthcarePartners>





Cleveland Clinic

# VOLUNTEER SERVICES: Safe Return to Campus



# Face Mask

**VOLUNTEERS:**  
Surgical style masks  
must be worn,  
even if you're  
vaccinated

## How to wear a mask or face cover

The CDC recommends keeping these criteria in mind when wearing a mask or face cover:

It should be snug but comfortable against the sides of the face.

It should cover the nose, mouth and chin.  
It needs to be secured with ties or ear loops.

It must allow you to breathe without restriction.

**Cleveland Clinic will provide proper approved masks for you at every entrance.**

Please dispose at end of service day.



Correct



Mask Necklace



Mask Goatee



# Healthcare Partner Feedback Session

Hack-a-thon Output Example  
21<sup>st</sup> Century Cures Act



## Overview

The 21st Century Cures Act was created with the intent to bolster patients' control of their health care. The Department of Health and Human Services believes that patient control is at the center of their work toward a value-based health care system. Patients need more power in their health care, and access to information is key to making that happen. Prior to the start of this new federal mandate, Insight Studios gathered a diverse group of Health Care

### Partners to seek their feedback to the most pertinent aspects of this new directive which were:

- All clinical notes (including inpatient Nursing Progress Notes) and results must be released to patients at discharge.
- Immediate release of all note types and results, with limited exceptions\*

### The discussion yielded responses that fell into two basic categories:

- Communication directed towards patients or being initiated by them
- Communication directed towards Caregivers / Providers or being initiated by them



### Category: Communication Suggestions for Patients- *How patients want information delivered*

#### Utilize a positive message focus

- Quicker access to your information with no filter
- Explain "the why" behind the policy from the federal level
- Convey choices for opting in / opting out

#### Methods to communicate

- My Chart Alert
- Direct Email
- Email blast from Dr. Mihaljevic
- Specifically designed app
- Include video from clinical or leadership authority in email
- Organize a discussion or information session
- Educate volunteers at accessible information points (in non-Covid environment)



## Category: Communication Suggestions for Clinicians and Providers

*How can they incorporate the changes made by this mandate into their care delivery.*

### Origin of the messenger and sequence holds significance and affects how message resonates

- PCP conveys in person, electronically or hard copy
- MyChart
- Follow up in office where ideal “personal relationship” is established & ongoing

### Guidelines for boundaries – when do patients want cadence of “automatic release” circumvented

- New diagnosis (ex: ‘You have Parkinson’s” should be avoided)
- Pain scale is very high
- Out of the ordinary stuff
- If comprehension between patient and provider takes inordinate effort of back & forth emails

### Provide Education – how Clinicians and Providers can set up the patients for successful understanding and adoption

- Explain the why of orders in MyChart or in office visit; offer context
- Provide estimates on when the results might be released
- Framing for the results before release (comparison context)
- Provide education on next steps for information gathering and action
- “Learning ASAP reduces anxiety – this is helpful”
- “More information is better; an informed patient is a better patient”
- “This increases my self awareness”
- “Sometimes doctors tend to self select on delivering information, this prevents that!”





Category: Patient Feedback  
*Quotes*

- “There is often no reliable guidance or information on MyChart for results or diagnosis. This could pose a problem”
- “I have to rely on Google to interpret results. This doesn’t make sense when my care delivery is coming from CCF”
- “There needs to be more follow through on care info when results are just presented in MyChart”
- “This seems like it could easily present a security breach with employers or insurance companies especially on pre-existing condition situations”



**Cleveland Clinic**

**Every life deserves world class care.**