

Improving Multiple Sclerosis Care: Listening to the Voice of the Patients

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Background

The importance of patient, family, and caregiver experiences in quality care is increasingly recognized. Partnering with patients, families, and caregivers through advisory councils provides valuable insight into the unique experiences of these groups and improves the efficiency of process improvement projects.

Healthcare Relationships

REQUIRED	NOT REQUIRED
Emotional connection	Friendship
Mutual respect	Agreement on everything
Genuine interest	Unlimited time
Patient perspective	Tolerance of boundary violations
Shared commitment to positive outcomes	Practice outside your usual scope

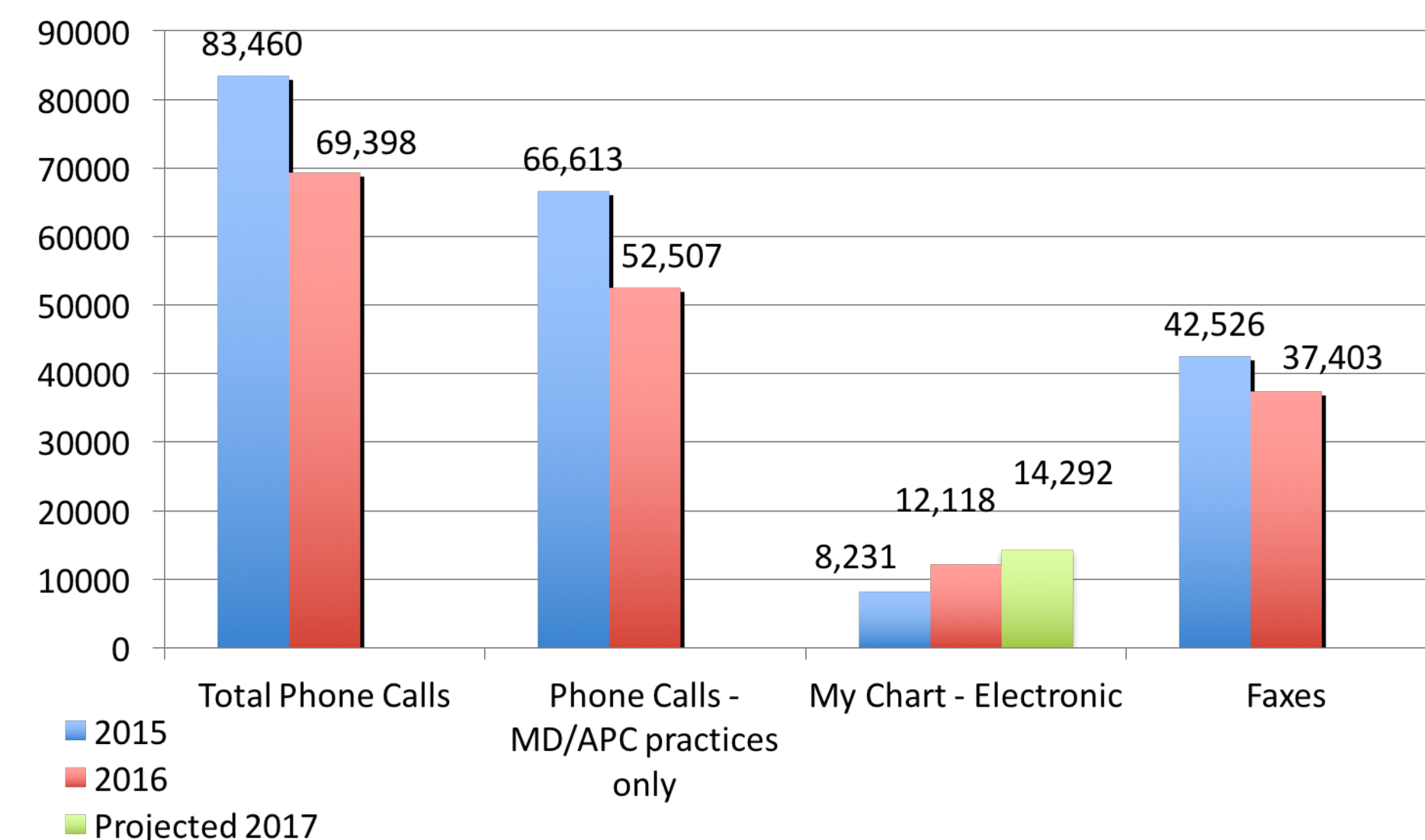
Methods

Voice of the Patient Advisory Council (VPAC) meetings were held quarterly from 2014-2016. Discussion topics were chosen by a committee representing all areas of clinical operations including scheduling, secretarial support, psychology, social work, neurologists, nursing, and department administration.

Results

Topics covered	Projects
Communication efficiency (MyChart vs phone call)	Development of a quick reference card
Care team contact (Who to call for what)	Updates to the patient information binder
Online resources	Selection of topics for online education
Research participation	Revival of a center newsletter
Safety of the MS center	Installation of large monitor to disseminate wellness tips and info about research
Patient/Caregiver Education	Patient involvement in education for providers
	Patient involvement in renovation planning

Mellen My Chart and Phone Volume
2015 & 2016



Conclusions

Collaboration with patients, families, and caregivers can improve the quality of care they receive. Their observations and perceptions can help target process improvement initiatives.

References

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