

Open School

Video Activity: What are the barriers to partnering with patients?

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/Balik-TruePartnersInHealthCare.aspx>)

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Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (2 min 47 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Discuss the barriers to providers partnering with patients.
- Explain the obstacles to partnering with patients at an organizational level.
- Identify at least one question to ask patients to help build partnerships.

Description

In this video, Barbara Balik, RN, explains some of the barriers to building partnerships with patients on the level of the provider-patient relationship and on the level of an organization. She discusses the role of health education, organizational culture, and leadership in creating culture that either discourages or fosters patient partnerships.

Related IHI Open School Online Courses

- [PFC 101: Dignity and Respect](#)
- [PFC 102: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families](#)

Key Topics

Engage patients and families in care, Person- and family-centered care, Quality improvement, Redesign processes and systems, Satisfaction: patient and family

Facilitator, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

1. Of the barriers to partnerships between patients and providers, which do you find the most difficult to overcome? Why?
2. What strategies can you think of to help overcome the barriers you just identified?
3. Do you think quality improvement is changing health education and organizational culture to be more conducive to patient-provider partnerships? How?
4. Have you ever asked a patient in a short visit, "What's most important to you today?" or "What are you most worried about?" What did you learn? Did the conversation take a long time?