

Why Should Patients be Part of Improvement Work?

Learning Objectives

- Explain why engaging patients in quality improvement is important.
- Describe one way to begin engaging patients in improvement.
- List at least two aspects of care that patient input can help improve.

Description: Patients' opinions are critical to building high-quality care systems, so how does an organization make them a part of all its improvement work?

In this video, Marilu Bintz, MD, MBA, FACS; Vice President of Gunderson Health System in La Crosse, Wisconsin, explains why involving patients in improvement work is important and tells the story of how Gunderson first began engaging patients in improvement.

One-Liner: Dr. Marilu Bintz explains why health care organizations should engage patients in improvement and tells the story of how Gunderson Health System started engaging patients to make care safer.

Watch the video at https://youtu.be/I_8TddbedqM.

Discussion Questions

1. How does patient activation relate to patient engagement in quality improvement work?
2. How does patient engagement lead to better relationships with the community?
3. Do you think it was difficult for Gunderson to reach out to patients who had been harmed? How do you think the patients felt to be invited into the hospital's patient safety work?
4. What aspects of care, in addition to those listed in the video, do you think could be improved with patient input?