Open School

Video Activity: Pursuing Perfection in Health Care: Involving Patients in Redesigning Care (Healthcare workforce)

(http://www.ihi.org/education/IHIOpenSchool/resources/Pages/Activities/ImprovementMovementDVD-PursuingPerfection.aspx)

Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the video together (3 min 39 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:

- Summarize the benefits of including patients and families when redesigning health care systems.
- Explain how including patients and families in redesigning health care processes and systems can benefit individual clinicians.
- Discuss at least one obstacle to creating a patient-centered environment within a health care setting.

Description

Including patients in their care seems like an obvious thing to do. But how does an organization actually go from idea to practice? Take a look inside Cincinnati Children’s Hospital as its clinicians learn how to make this valuable — but challenging — transition to a truly patient-centered environment. This video was produced with help from The Robert Wood Johnson Foundation.

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
• **QI 202: Quality Improvement in Action: Stories from the Field**

**Key Topics**

Engage front-line staff in improvement, engage patients and families in care, engage patients and families in improvement, patient- and family-centered care, redesign processes and systems, workforce satisfaction and retention.

**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. Why should you include patients and families in the process when redesigning health care systems and processes? What additional perspective can they provide?

2. How does include patients and families in redesigning health care systems and processes benefit individual clinicians?

3. Can you think of any downsides to letting patients make all the decisions about their care?

4. If you're working at a health care organization right now, think about how its leaders are including patients and families in process redesign? Could those leaders be doing more?