

The Learning to Integrate Neighborhoods and Clinical Care (LINCC) project

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How we got together & what we're doing

- Primary care leadership approached GHRI with two goals:
 - Find more meaningful ways to integrate patients into Lean design processes
 - Support the development and evaluation of a new role in the clinic aimed at better connecting patients with community resources
- PCORI funded a three-year project that incorporated both goals
- Twelve patients were recruited to participate in a 4-day RPIW with eleven GH providers and staff
- New position will be piloted at Tacoma South and Rainer clinics starting in May 2014

What we're finding out

- Patients advisors recruited using methods similar to study recruitment (not governance) demonstrated proof of concept
- Patients substantially changed the overall tone and focus of the RPIW
 - Patient perspective influenced all levels of the design process
 - More fun and engaging for staff
- Patients and staff valued the experience and worked well together
- The new role was titled Community Resource Specialist (CRS)
- Three main areas of work for the CRS
 - Work with primary care teams
 - Work one-on-one with patients to connect them with resources
 - Develop connections with community resources in area around the clinic

Value to Group Health & beyond

- Patient participation in the RPIW enhanced the design process, fostered patient appreciation for Group Health and helped keep patient needs at the forefront.

"Being part of [the RPIW] helped me see how Group Health works. It made me step out of myself a little bit and understand what the doctor goes through and how much is entailed in the day-to-day process at Group Health. And it kept me at Group Health wanting to make things better as a patient."
- Positions Group Health as a leader in methods for engaging patients in health care redesign
- Directly supports the community engagement aim of the Group Health Strategic Plan

Challenges ahead

- Implementing the position in a challenging fiscal climate
- Leadership support needed for broader community engagement—the CRS can't do it all
- Demonstrating the value of the position in terms of health outcomes and/or more effective care