
Population Health Requires Engagement of C-suite, Patients



Population health requires buy-in from senior administrators and acceptance from patients. The University of Chicago Medicine has been quite successful in engaging patients and providing them with a great experience while meeting the demands of a value-based system.

According to Debra Albert, RN, chief nursing officer and senior vice president of patient care services at The University of Chicago Medicine, the C-suite is very engaged in population health and is able to provide an enhanced experience to patients. She explains that by working with the right vendors and by demonstrating to everyone - from senior leaders to front-line operational leaders - the impact of improvements, they have been able to demonstrate the efficacy of their actions. She adds that value-based care has a positive impact on public reporting and reimbursement which in turn increases patient satisfaction.

"It's really about the trust and relationships in building the data that everyone needs to see, to understand how it all connects together," said Sue Murphy, RN, chief experience and innovation officer, patient experience and engagement program, at The University of Chicago Medicine. "One thing we do in keeping senior leaders involved is send information to them in a very data-driven, date-based fashion, so they know they will see certain patient experience outcomes metrics, for example, between the 15th and the 18th of every month. And the senior vice president of patient care services works on the operational council, routinely bringing data and actions to those meetings."

Another important aspect is to ensure patients are involved in the process. At the University of Chicago Medicine, they bring in patients at a forum every quarter and allow everyone including patients and caregivers to share their experiences. Whenever the organisation plans to add anything new that might affect patients, they ensure that patients are in the loop and that their feedback is obtained.

Source: University of Chicago Medicine
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