



Cleveland Clinic

Akron General



Healthcare Partners
Patient and Family Centered Care

2022 Annual Report

Dear Cleveland Clinic Akron General Friends, Family, and Community,

2022 has been a year of challenges.

The year began with the last major wave of COVID-19, which overwhelmed our community and caregivers. The recovery has been incomplete with workforce staffing challenges, emotional burnout common, and unprecedented financial challenges for healthcare organizations - including Akron General.

Despite these difficulties, the Cleveland Clinic Akron General Healthcare Partners program continues to do critical work. We did not achieve all our goals, but we did so much under these circumstances, and our Healthcare Partners have been so committed, that I consider the year a success.

Please take the time to review our accomplishments this year, and appreciate the time, energy, thoughts and work of our Healthcare Partners. We welcome your feedback and thoughts.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian J. Harte". The signature is fluid and cursive, written in a professional style.

Brian J. Harte, MD, MHM

President, Cleveland Clinic Akron General

Vision

Patients and caregivers as partners for better health.

Mission

Improving healthcare through collaboration.

Purpose

We work with our Healthcare Partners (HCPs), defined as patients and the community that cares for them, and Cleveland Clinic Akron General caregivers to transform healthcare and support our vision of patients first, caregivers always, with relationship-centered care at the core of our work.

Guiding principles of a Healthcare Partner

1. Let the voice of the Healthcare Partner guide care
2. Involve Healthcare Partners in committee work
3. Be proactive in our work, and involve Healthcare Partners in defining and planning projects from the onset
4. Represent the diverse population served at Akron General
5. Conduct ongoing evaluations to measure the impact of our work
6. Share work with one another transparently and engage in continuous improvement
7. Improve what exists, and dream about what doesn't exist, to drive innovation
8. Enhance the lives of those that serve through compassion and empathy
9. Respect all opinions
10. Think beyond our own experiences to improve the greater good

Onboarding

Healthcare Partners are on boarded through the same process as employees. They complete an application, interview, get vaccinated against COVID-19, TB testing, fingerprinting, background check, and all necessary training and orientations

Steering Committee

In 2019, a Steering Committee was formed to serve as executive sponsor of the program, and to establish goals, create opportunities and increase recruitment efforts. The Steering Committee consists of:

Brian Harte, MD | President, Cleveland Clinic Akron General

Theresa Lash-Ritter, MD | Chief Medical Officer

Sheila Miller, DNP, RN | Chief Nursing Officer

Tim Pettry | Program Director, Continuous Improvement

Mae Zing | Ombudsman

Pam Miller | Member of the Cleveland Clinic Akron General Board of Directors

Lynne Fuller | Healthcare Partner

Erin Brady Curtis | Manager, Volunteer, Employee and Spiritual Care Services

2022 Objectives and Key Results (OKRs)

Objective	Key Results
Tell Our Story	<ol style="list-style-type: none">1. Produce an annual report2. Present or have two external meetings or have two posters at two external meetings3. Present to the Cleveland Clinic Akron General Board of Directors4. Place annual reports in our Welcome packets
Grow Healthcare Partner Program	<ol style="list-style-type: none">1. Recruit at least two new Healthcare Partners2. Add a Healthcare Partner to a Root Cause Analysis3. Add a Healthcare Partner to two committee/project streams4. Add a Healthcare Partner to the Patient Experience Critical Incident Review
Educate Our Caregivers	<ol style="list-style-type: none">1. Attend the Patient Experience Summit2. Present to our Health System Leadership meeting3. Present two Patient and Family-Centered Care webinars4. Incorporate four Healthcare Partner stories in our internal communications

2022 Accomplishments

In 2022, we still remained in a virtual world. Almost all of our many accomplishments came through virtual means, primarily using Microsoft Teams. Our success is due in large part to our diligent and dedicated Healthcare Partners. They got involved because they are dedicated and can see the benefits of their efforts. They were so dedicated that they called into their committee meetings while out on vacation. Also, they are stakeholders in their care and offer improvements where they can, which improves care for our community. **Our Healthcare Partners contributed over 170 hours** of their time dedicated to work on projects and committees.

Here are some of their accomplishments:

- Presented to the Cleveland Clinic Akron General Board of Directors
- Placed annual reports into our Welcome Packets and distributed them to two floors in the hospital
- Two new Healthcare Partners joined our team
- Added two Healthcare Partners to our ICARE program
- Presented at our Health System Leadership meeting
- Hosted and held eight Patient and Family-Centered Care webinars that our caregivers attended
- Attended the Beryl Institute National Conference virtually
- Incorporated our Healthcare Partner stories into Dr. Harte's monthly caregiver update video
- Attended Community Advisory Council meetings
- Led a panel discussion to residents about the perceptions of physicians
- Participated in monthly Leadership Rounding
- Presented to the Ethics Committee on moral injury
- Conducted a patient walk through for our Geriatric Surgery Verification process
- Submitted three posters to the Beryl Institute for their national conference next year
- Submitted a poster to the American Hospital Association
- Participated in interviews for the Proximity Project
- Held a combined Healthcare Partner meeting with Cleveland Clinic Hillcrest Hospital
- Presented to our Nursing Shared Governance Council
- Attended regular Ethics Committee meetings
- Attended regular Patient Safety and Quality Committee meetings
- Attended regular Grievance Committee meetings
- Attended regular QAPI Committee meetings
- Attended regular Geriatric Surgery Verification Committee meetings
- Attended regular Readmission Committee meetings
- Attended regular Falls Committee meetings
- Provided feedback on the new Neurological Institute building being built at Cleveland Clinic main campus
- Participated in Plan of Care Visits on Cleveland Clinic main campus
- Participated in chart reviews for the Geriatric Surgery Verification program

Insights and Perspectives

Our HCPs help us to look at events and situations from a patient perspective. Sometimes we are so focused on process improvement from the clinician's perspective that we don't stop and consider how changes may affect the patient's experience. Changes we may consider an improvement to the process may not be an improvement from the patient's perspective. For example, when working to update the Today's Safety Plan in the Falls Committee we were heavily focused on mobility scoring and addition of acronyms, failing to stop and consider that this plan is also designed to be used by patients and their families. Our idea of 'simplification' was more complex from their perspective. Also, our HCPs ask probing, clarifying questions that allow the committee to talk through concepts they may have never considered.

– *Tammy Lindsay, Patient Safety and Quality Committee*

We have a Healthcare Partner on our Ethics Committee. He represents the community well by speaking up at meetings, representing the voice of the patient and community. We have member education presented by our committee members and he volunteered to present his unique perspective on moral injury experienced by veterans. His presentation was professionally done and very informative. He brings ideas that would benefit the community, which we hope to find resources to implement in the next year.

He attends meetings regularly and communicates when unavailable. He is a pleasure to work with and we're very grateful to have him be a member of our team.

- *Julie Gorecki, Ethics committee*

Serving on the Grievance Committee and the Quality Assessment/Performance Improvement Committee, I listen, learn, participate in discussion and share what I've learned from the committee's presentations in our monthly Healthcare Partner meetings. My participation involves asking questions and providing feedback from a consumer/patient perspective.

– *Stephanie Hixon, Healthcare Partner*

Serving on our Patient Safety and Quality Committee, I am able to have discussions and share what I've learned to other Healthcare Partners.

– *Paula Victor, Healthcare Partner*

Having a presence at our Community Advisory Council meetings demonstrates to our community leaders the importance Cleveland Clinic Akron General places on their Healthcare Partner program. Also, serving on the Re-admissions committee, having previous experience on a prior iteration of this committee provides us a unique perspective to provide insights.

– *Paula and Chuck Victor, Healthcare Partners*

I feel fully accepted by the Ethics Committee. I was honored to be asked to present at one of the monthly educational sessions. I also participate in the monthly leadership rounding, which provides a closer connection to the patients without potential for professional bias.

– *Chuck Victor, Healthcare Partner*

As a Healthcare Partner, I am honored to be able to assist in expanding the procedures used to care for the Geriatric surgical community. They require different care and we are addressing this in order to ensure positive experiences and improve the surgical outcomes of our patients.

– *Lynne Fuller, Healthcare Partner*

We have a Healthcare Partner on our Grievance Committee and she brings the patient perspective when reviewing patient concerns. Her perspective is beneficial for the group to hear.

– *Mae Zing, Ombudsman*

Meet our Healthcare Partner team



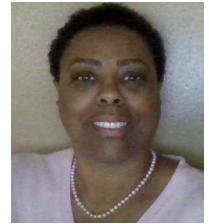
Francie Fisher



Lynne Fuller



Stephanie Hixon



Tracye Skinner



Louis Skotskey



Chuck Victor



Paula Victor

Not pictured:

Chandra Rudolph | Charlene Kemp-Queener | Gary Hunsicker

