

COLLABORATIVE PREMISE

As healthcare providers have become larger and more digital, care experiences can often feel fragmented, transactional, and less personal, for both patients and clinicians. As a result, the relationships that enrich and sustain patient and clinician engagement, support positive clinical outcomes and prevent clinician burnout, have diminished. While many transactional tasks must be efficiently accomplished in the provision of care, transactional tasks alone are insufficient to foster or sustain mutually beneficial relationships between patients and care providers. As a result, Fidelum Health has formed a Patient-Provider Relationships & Outcomes (PPRO) Collaborative in partnership with Mayo Clinic to address this pervasive issue.

MISSION & PURPOSE

WHY: To foster mutually beneficial relationships between patients, clinicians and provider organizations that sustain their engagement in care and improve their clinical outcomes...

HOW: the PPRO Collaborative enables a diverse range of non-competitor healthcare organizations to work together in reviewing, developing, validating and implementing...

WHAT: evidence-based measures, instruments, strategies, interventions and reporting that positively impact patient health and clinician well-being.

COLLABORATIVE WORK STREAMS

Patient & Provider Relationship Research

Lead and facilitate research that enables the development and validation of evidence-based practices to strengthen patient-provider relationships and outcomes across multiple care settings.

- Review published and unpublished research on the drivers of patient, provider and clinician relationships, as well as their impact on clinical outcomes and retention.
- Engage Collaborative members in qualitative and quantitative research that illuminates and quantifies the impact of patient-provider relationships on clinical outcomes and retention.
- Develop and test the appeal of sustainable interventions that foster mutually beneficial relationships between patients, providers and clinicians.
- Develop and validate measures of patient and provider relationships that predict clinical outcomes and clinician retention, as well as the experience attributes that drive them.
- Publish clinical articles, case studies and papers that advance the adoption of policies, practices and processes that foster mutually beneficial patient-provider relationships and outcomes.

Patient & Provider Relationship Interventions

Develop, pilot and validate the effectiveness of evidence-based interventions that strengthen patient-provider relationships and outcomes across multiple care settings.

- Engage Collaborative members in piloting the implementation of selected patient, provider and clinician relationship interventions to validate their sustainability and effectiveness.
- Support pilot intervention implementations with project management, training, data collection, analysis and reporting of findings, outcomes and implications.
- Share pilot findings and results with members and update interventions based on findings, as needed.
- Develop and formalize the processes, tools, training and measurement instruments required to implement and sustain patient-provider relationship interventions at scale.

Patient-Provider Relationship Advocacy & Education

Advocate, persuade and educate healthcare leaders, policy makers and governance organizations of the importance of mutually beneficial patient-provider relationships in advancing population health, clinician retention and value-based care.

- Present patient-provider relationship research and implementation findings at healthcare industry conferences to advance education and encourage adoption.
- Form alliances with governance organizations, such as National Quality Forum, The Joint Commission and the Center for Medicare/Medicaid Services to advocate for policies that sustain mutually beneficial patient-provider relationships.
- Partner with patient, provider and clinician experience feedback suppliers to enable their commercial use of relationship measures, benchmarks and algorithms developed by Fidelum Health and the Collaborative.
- Pursue public and private grants to support the research, development and education efforts of the Collaborative.

COLLABORATIVE MEMBERSHIP

Roles and responsibilities:

- A Collaborative Board will serve in an advisory capacity to help shape the direction and focus of the Research, Interventions and Advocacy/Education work streams detailed above.
- Member organizations may be asked to execute a mutual non-disclosure agreement at some point that enables sharing of proprietary information, data and methods within the group.
- Meeting attendance at least (4) times per year via Zoom and at least once per year in person.
- More frequent Collaborative meetings may occur to enable execution of its work streams and projects.
- There is no Collaborative membership fee, but the costs for facilitating and supporting the Collaborative work streams are authorized and shared among the member organizations.
Fidelum Health will retain ownership of all intellectual property it has developed prior to formation of the Collaborative.
- Member organizations that share in the cost of work stream projects will have the unlimited right to utilize new intellectual property developed by those projects, but may not pass along those rights to non-member entities.

Member Profile

- Membership includes leading healthcare provider organizations, with representation by senior leaders in patient experience, provider engagement, clinical quality or population health.
- Executive level representation from each member of individuals with authority to make patient experience or staff engagement decisions on behalf of their organization.
- Membership is sought from leading healthcare provider organizations across multiple care settings and regions.
- Beyond the membership of leading healthcare provider organizations, possible inclusion of other healthcare organization types that would facilitate completion of the planned work streams.

Fidelum Health and Mayo Clinic are seeking collaborative partners with a common interest in building mutually beneficial relationships between patients and providers to improve healthcare outcomes.