

EXERCISE: To what extent is my healthcare system a *learning* healthcare system?

Think about which of the following things your healthcare system does. It is likely that you won't know the answers to many of these questions; the purpose of this exercise is to help you identify areas that you may want to learn more about. If you don't know whether or not your system does something, think about who you might be able to ask.

By asking healthcare system leaders and employees about whether or not the healthcare system does some of the things on this list, you can encourage increased learning and improved patient and family engagement.

As you work through this exercise, remember that few learning healthcare systems do all of these things all of the time. Remember also that many systems may do some of these things in some places but not in others.

A learning healthcare system partners with patients as it learns.

Patient and Family Advisory Committees (PFACs) are actively engaged as partners in quality improvement and research efforts.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

A learning healthcare system partners with patients as it learns.

Patients and family members are involved in healthcare system committees as full members.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)
Systems are in place to recruit, train, support, and recognize patient and family members interested in contributing to their healthcare system.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

A learning healthcare system partners with patients as it learns.

<p>Systems are in place to solicit and use input from patients and families who are not serving on PFACs or committees.</p> <p>Examples include surveys, focus groups, and community meetings</p>		
<p>Yes (Note what you have seen)</p>	<p>No</p>	<p>Don't know (Whom can I ask? What did they say?)</p>
<p>The system shares accurate data about its strengths and weaknesses with patient and family advisors.</p>		
<p>Yes (Note what you have seen)</p>	<p>No</p>	<p>Don't know (Whom can I ask? What did they say?)</p>

A learning healthcare system partners with patients as it learns.

The system "circles back" to patients and families to let them know how their input has been used.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

A learning healthcare system carefully studies how it cares for patients and uses what it learns to improve care.

The system has a fully functioning electronic health record.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

A learning healthcare system carefully studies how it cares for patients and uses what it learns to improve care.

<p>The system has invested in data analysts and other personnel so that it can collect and analyze information for quality improvement and research projects.</p>		
<p align="center">Yes</p> <p align="center">(Note what you have seen)</p>	<p align="center">No</p>	<p align="center">Don't know</p> <p align="center">(Whom can I ask? What did they say?)</p>
<p>The system has invested in technology and personnel to support implementation of quality improvement and research findings and to study the effects of changes that it implements.</p>		
<p align="center">Yes</p> <p align="center">(Note what you have seen)</p>	<p align="center">No</p>	<p align="center">Don't know</p> <p align="center">(Whom can I ask? What did they say?)</p>

A learning healthcare system shares what it learns as widely as possible.

The system publishes information about quality improvement and research activities on its website and in other materials in ways that are understandable to patients, families, and communities.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)
Staff, clinicians, and patient and family advisors present on the process and findings of projects and studies at professional meetings and conferences and publish in scholarly journals.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

A learning healthcare system nurtures a culture of learning.

<p>Mission and value statements explicitly mention learning, improving, and commitment to high quality, patient- and family-centered care.</p>		
<p>Yes (Note what you have seen)</p>	<p>No</p>	<p>Don't know (Whom can I ask? What did they say?)</p>
<p>The system communicates its commitment to learning <i>with</i> as well as to learning <i>from</i> patients and families.</p>		
<p>Yes (Note what you have seen)</p>	<p>No</p>	<p>Don't know (Whom can I ask? What did they say?)</p>

A learning healthcare system nurtures a culture of learning.

Leadership is visible. Leaders may round on wards and clinics or attend meetings of the Patient and Family Advisory Committees.		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)
The system is transparent and willing to "own its errors."		
Yes (Note what you have seen)	No	Don't know (Whom can I ask? What did they say?)

This exercise is part of a toolkit found in this publication: Joffe S, Gleason K, Grob R, McGraw S, McLean P, Solomon M. "Strengthening healthcare through patient and family engagement in quality Improvement and research: A user's guide for patient and family advisors and their learning healthcare systems." The University of Pennsylvania Perelman School of Medicine, Philadelphia, PA; 2019. Available at www.learningwithpatients.org