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Louisiana Office of Public Health, Bureau of  
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Patient advocacy in its simplest terms is any activity which ultimately benefits a patient.

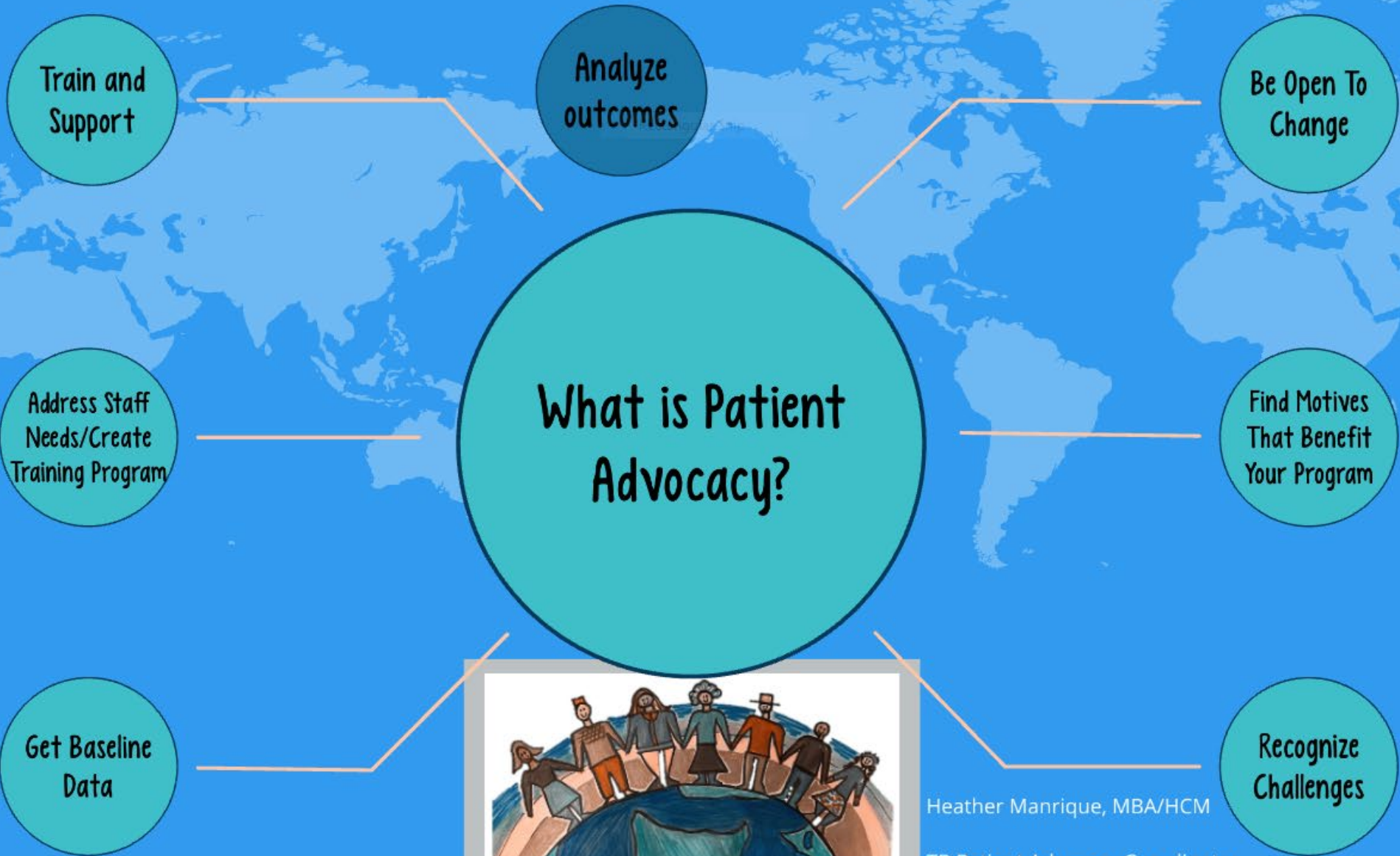
This includes: Effective treatment, positive experience, access to resources, "say" in the the process, legal protection, and more.

We know that creating an environment in which our healthcare staff feels respected, valued, and happy will translate to better care for our patients.

So how does one start?

How do we figure out what  
healthcare staff needs in order  
to fulfill what patients need?





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www.tbcentral.org

New TB Program Director

New Bureau of Infectious Disease Director

Climate of Change as a Positive Action

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= Conversation Ignited About Change for Better Outcomes

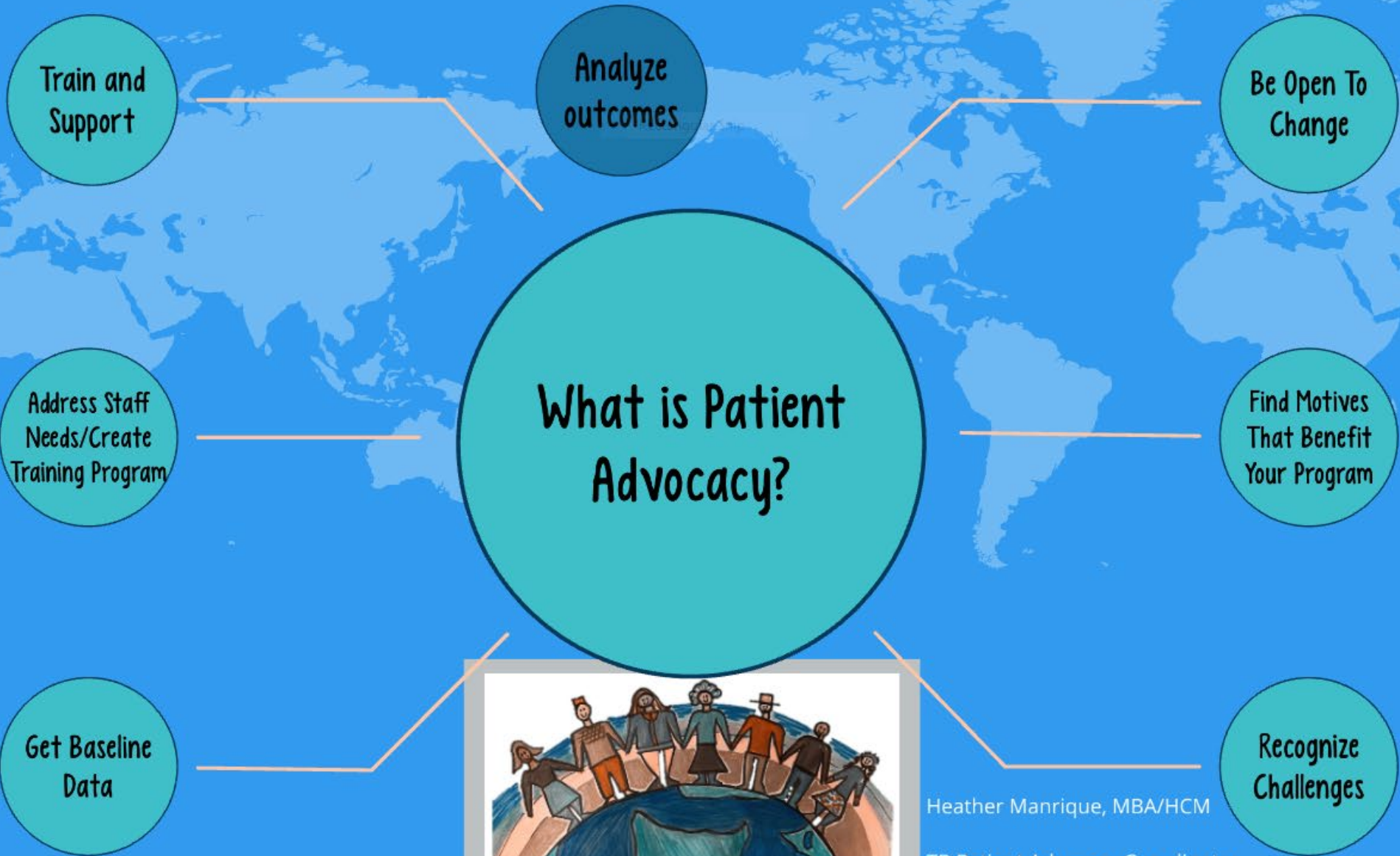
Select Your  
Patient Advocacy  
Coordinator

## Select a Patient Advocacy Coordinator

Your PAC should be someone that:

- Cares about patient advocacy
- Has shown boldness in advocating for patients and staff
- Is resourceful
- Self-Driven
- Trustworthy
- Ethical





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2

3

1. Improve Outcomes

2. Improve Patient Experience

3. Adherence Rates Must Be Higher

Creating a Program That Doesn't Just Meet  
Expectations But Also Exceeds Them!



## TB Treatment Completion Rates Should Be Higher



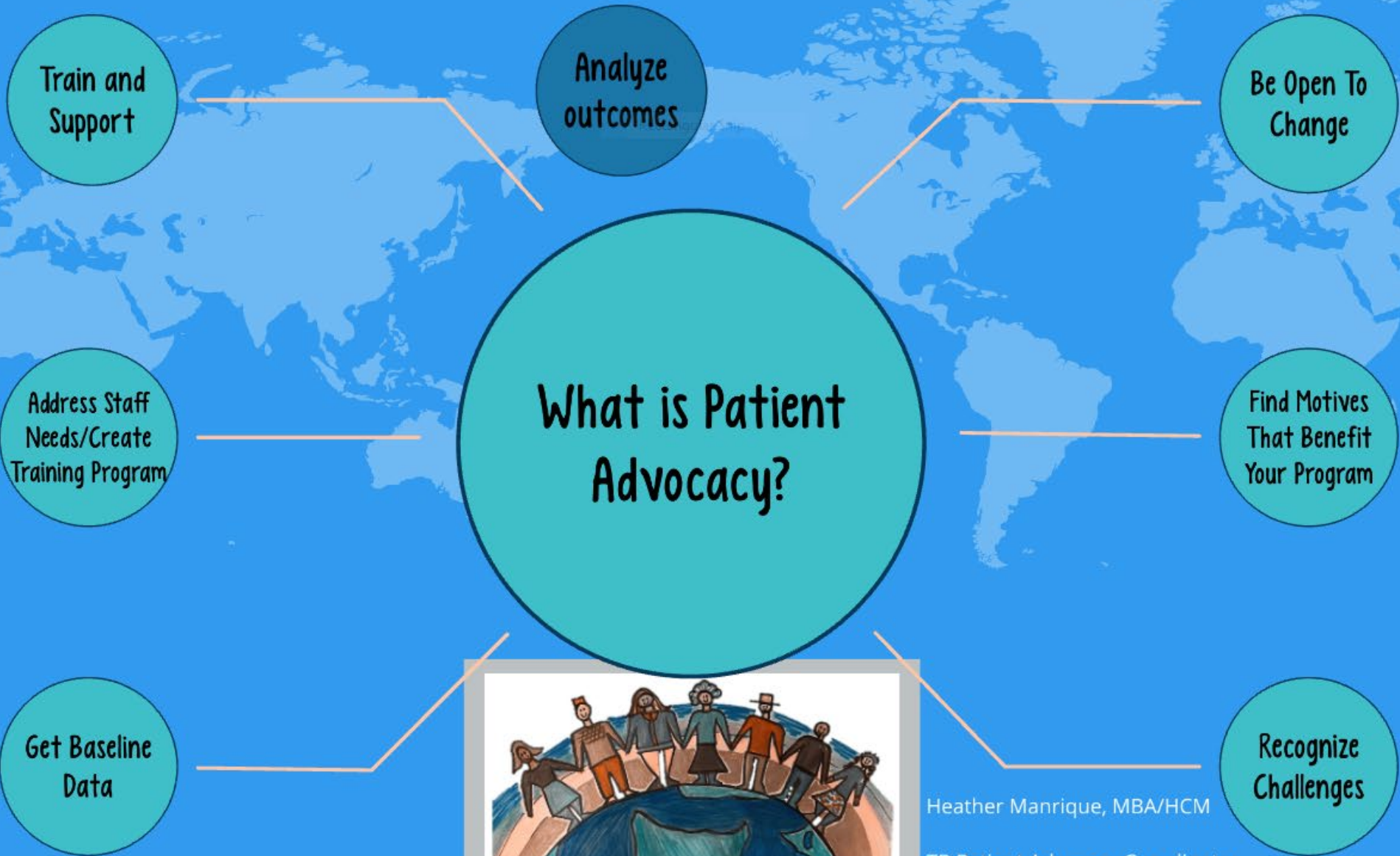
## Patient Opinion of TB Treatment Experience Should Be Better



## Adherence Rates Must Be Higher







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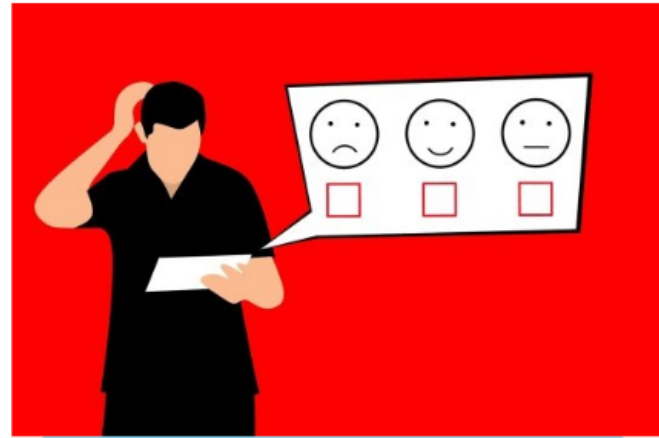
# Recognize Potential Challenges

Find Solutions



## Step 3: Recognize Potential Challenges

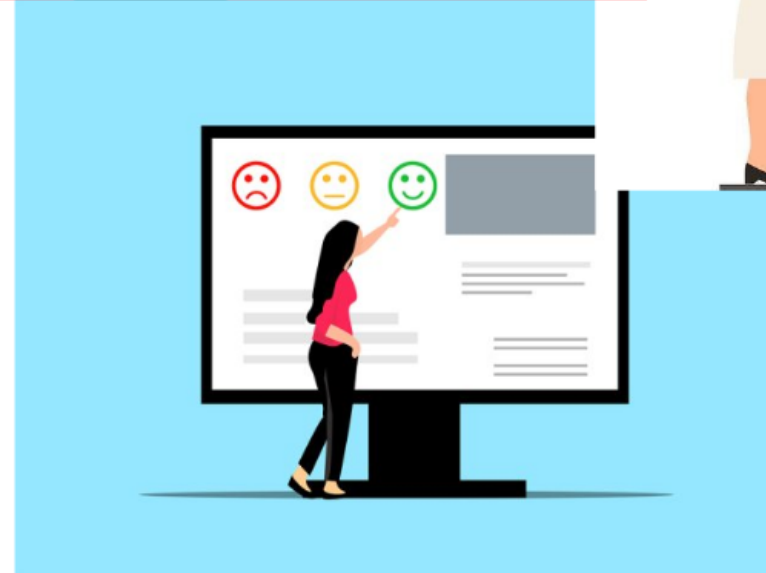
Challenge 1: Figuring out what our patients perceive as positive experiences



Challenge 2: Figuring out how to create those experiences



Challenge 3: Figuring out how to create an environment in which our staff feels valued; hence wants to provide those experiences to their patients





# How to Figure Out Solutions to the Potential Challenge: Investigate For Answers

What do patients perceive as positive experiences?

**Patient Polls**

**Staff and Patient  
Comments Over The  
Years**

**Logic**

**Research**

What do we need to create these positive experiences?

**Who Creates The Experiences**

**What is Their Incentive to  
Change**

**Does it Cost Money, Time,  
Emotional Effort**

**How Will They Learn**

**How Can We See if it Helps**

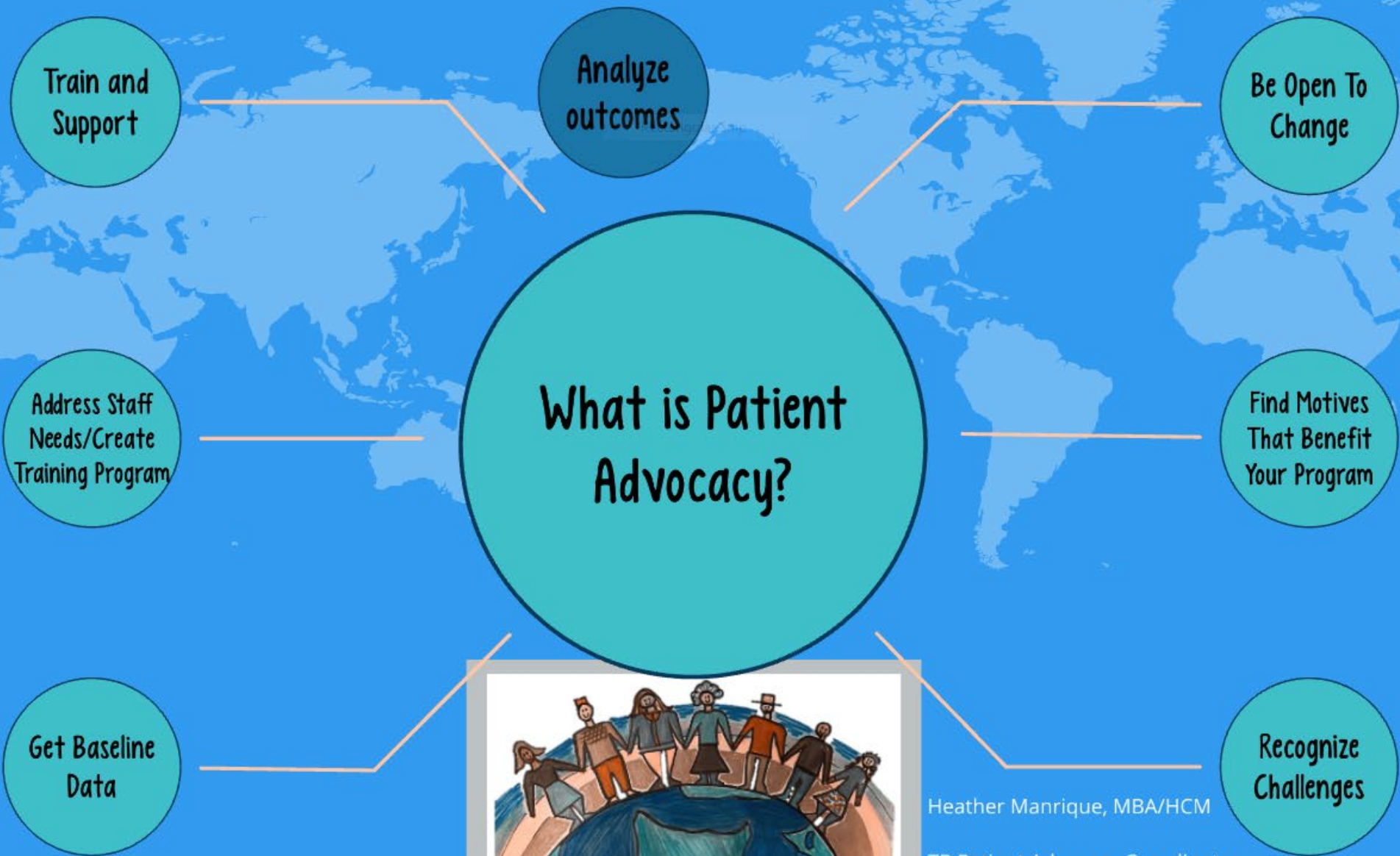
What makes our staff feel valued?

**Staff Polls**

**Staff Comments Over The  
Years**

**Logic**

**Research**



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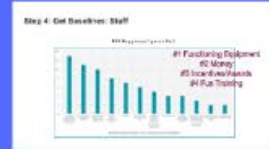
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# Collect Baseline Data



Analyze  
Results



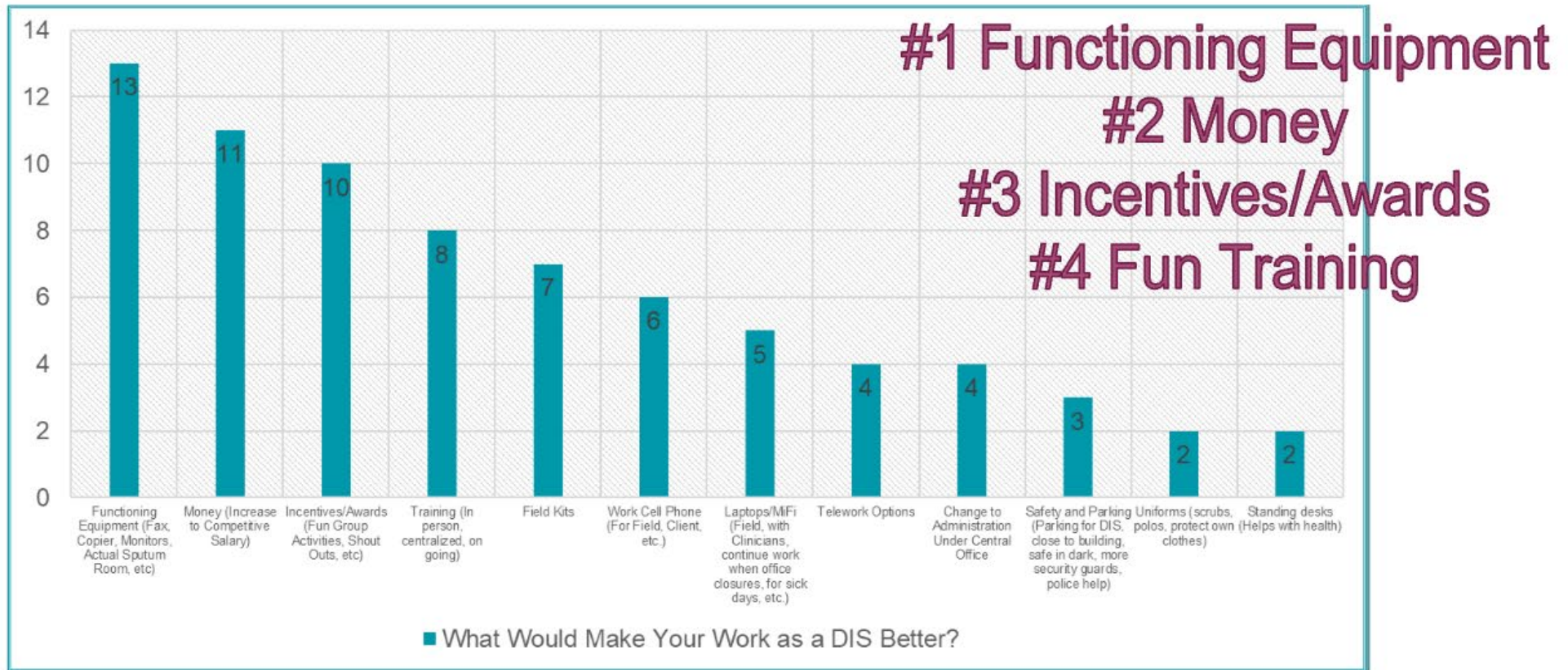
Analyze Data from Policy: Answers to the Questions

Question	Answer
1. How many people are affected by TB?	1000
2. How many people are affected by TB in the community?	500
3. How many people are affected by TB in the workplace?	250
4. How many people are affected by TB in the school?	125
5. How many people are affected by TB in the home?	62.5
6. How many people are affected by TB in the neighborhood?	31.25
7. How many people are affected by TB in the city?	15.625
8. How many people are affected by TB in the country?	7.8125
9. How many people are affected by TB in the world?	3.90625



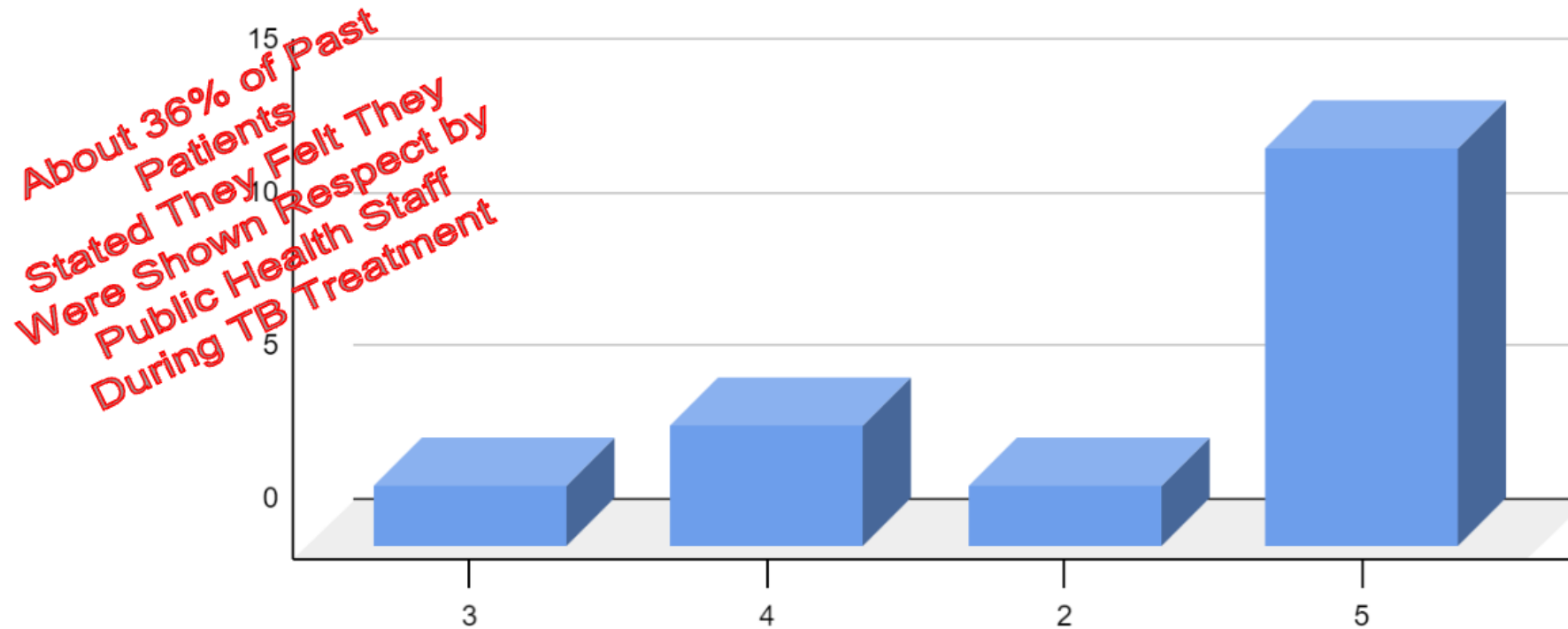
## Step 4: Get Baselines: Staff

DIS Happiness Opinion Poll



## Step 4: Get Baselines: Past TB Patients

Rate the Respect You Felt You Were Given During TB Treatment With Public Health



Rating From 1-5 On Respect Felt During TB Treatment

# Analyze Data From Polls: Answers to the Questions

What do patients perceive as positive experiences?

- RESPECT
- HAVING OPINION
- LISTENED TO
- CULTURAL BELIEFS
- UNDERSTOOD
- COMPASSION
- NO THREATS

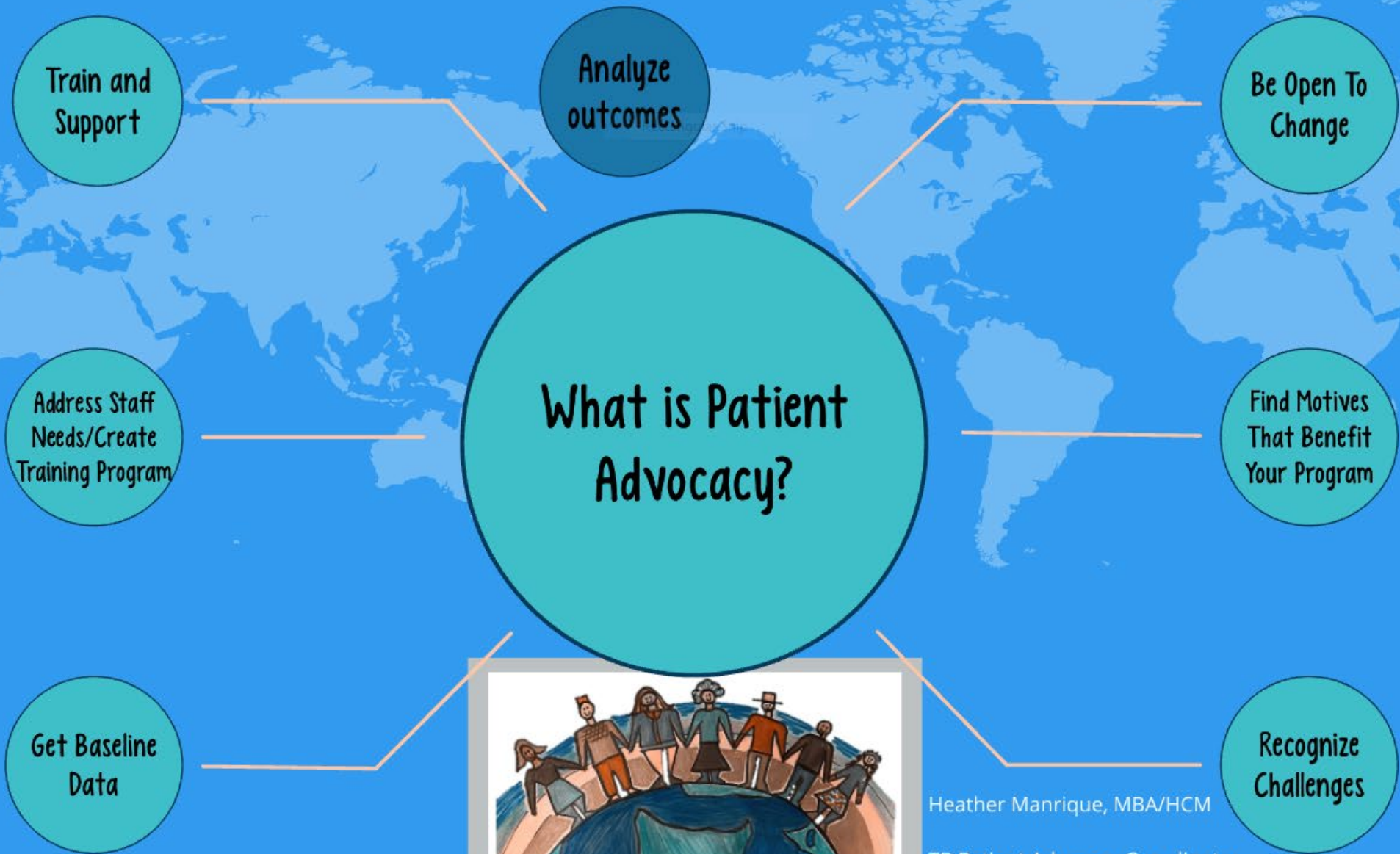
Who, what, and when creates those experiences?

- STAFF
- TOOLS
- UPPER MANAGEMENT
- SOCIETY
- FAMILY
- FRIENDS
- CLINICIANS

What makes our staff feel valued?

- MONEY
- SUPPORT NETWORK
- RECOGNITION
- TRAINING
- SUPPLIES/TOOLS
- FLEXIBILITY
- SAFETY/HEALTHY





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graph LR; A((Address Staff Needs and Create Training Program)) --> B((Staff Needs)); A --> C((Create Training))
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# **Address Staff Needs and Create Training Program**

Staff  
Needs

Create  
Training



# Step 5: Address Staff Needs

## Start With the Easy List

- ❖ Find things that you can fulfill quickly and easily
- ❖ This shows intention and commitment to staff

## Update Staff on Process of Attempts to Fulfill Bigger Ticket Needs

- ❖ Pay
- ❖ New high price equipment
- ❖ Changes in Program Structure



# Step 6: Create Training Program for Staff

## Create a Core Competencies Team

- ❖ Headed up by person put in charge of Patient Advocacy
- ❖ Members should be patient advocates with differing skill base

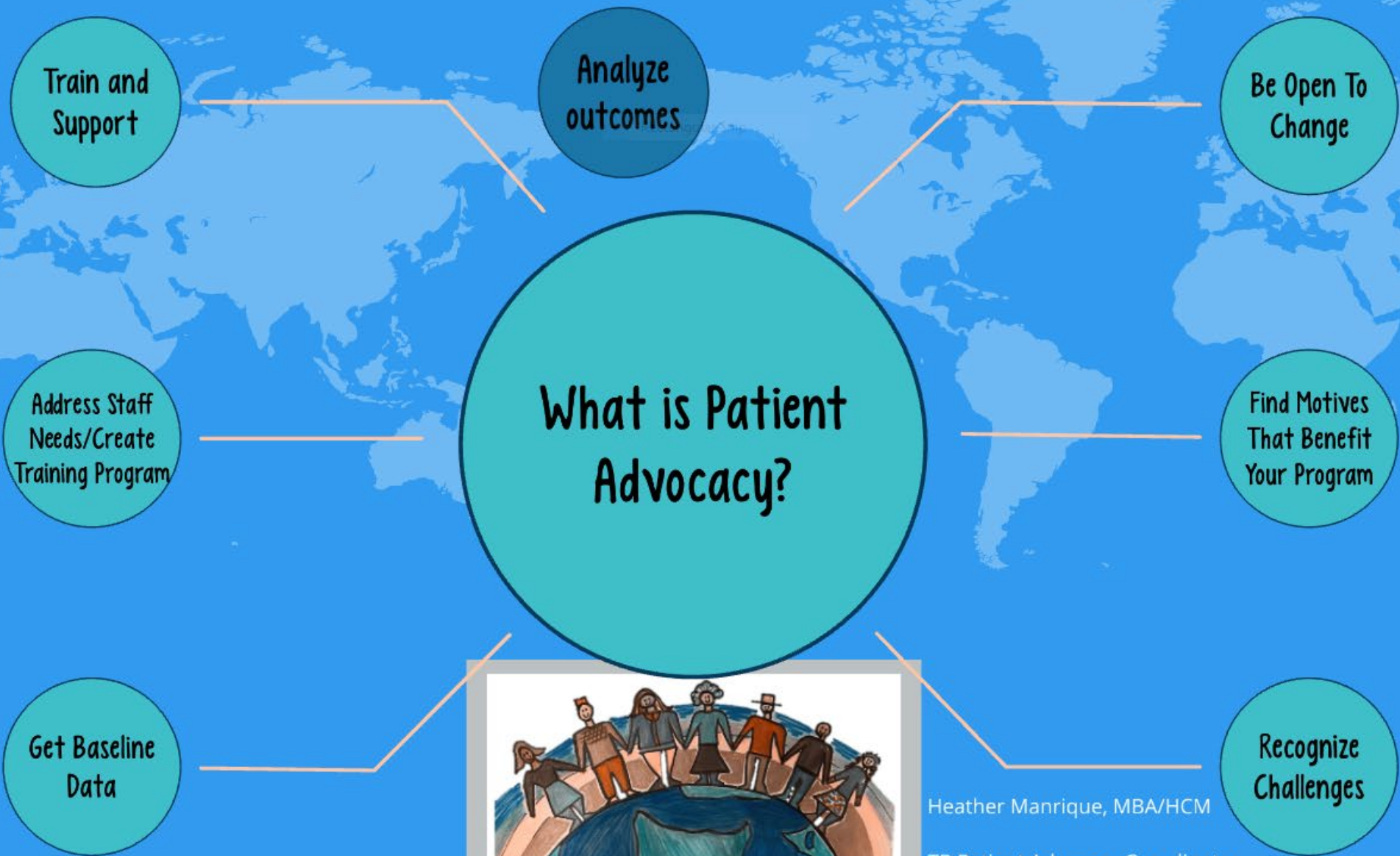
## Develop Core Competencies

- ❖ We developed Domains that separate skills into a timeline of how the skills need to be learned
- ❖ Research best practices of programs out there

## Create Training Program Based on Core Competencies

- ❖ Create Pre-Requisites List
- ❖ Make it fun and Worth Their While
- ❖ Stackable on Future Trainings
- ❖ Trainee Focused
- ❖ Quantifiable outcomes





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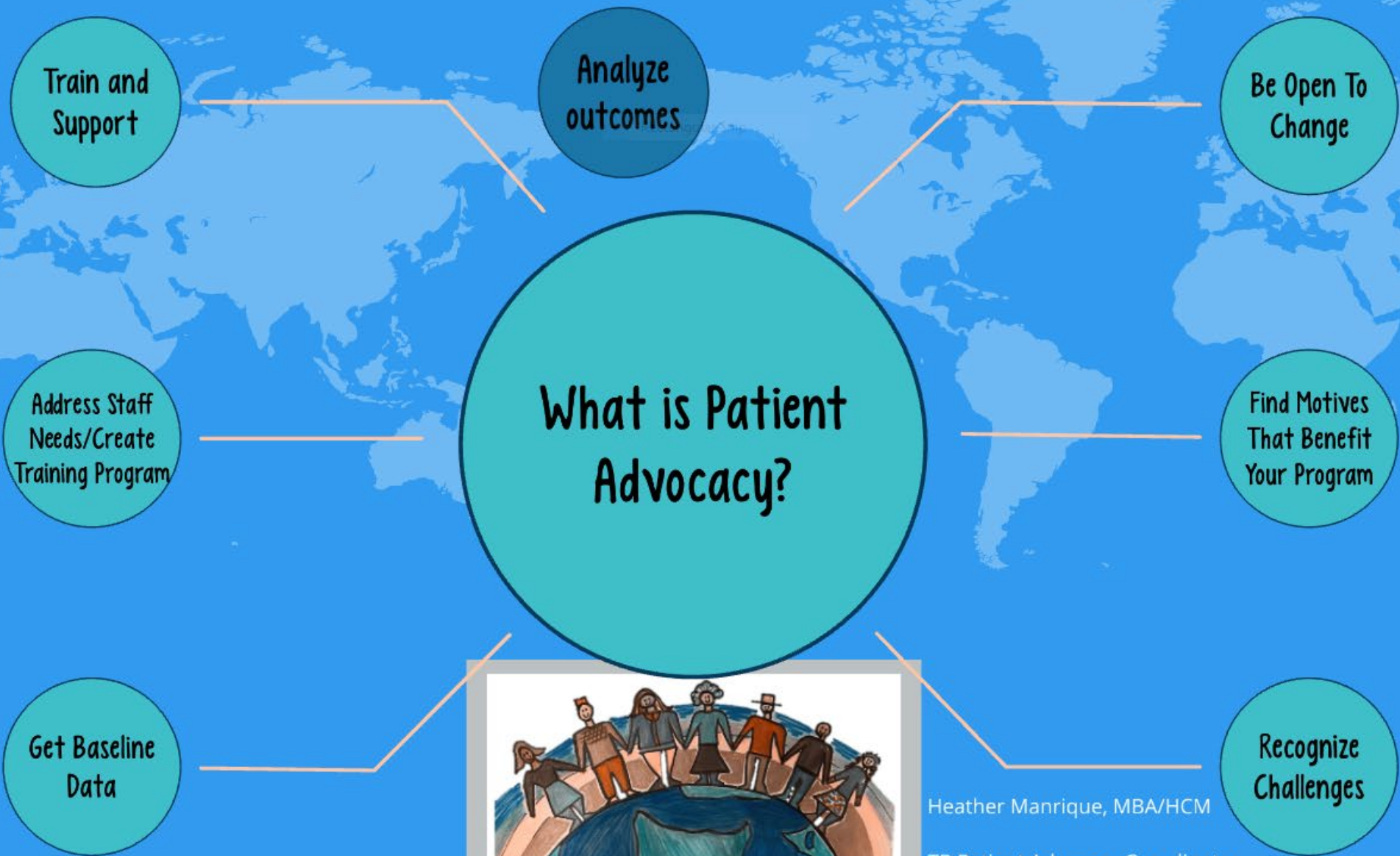
# Train Staff

Test Before and After for  
Quantifiable Data  
Assist With Creating Time and  
Resource for Attendance

# Support Implementation

Be  
Present  
Be  
Available  
Offer Help





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## Analyze Outcomes

Staff Reports  
Staff Happiness Polls  
Recent Past Patient Polls  
Completion Data  
Adherence Data  
Quarantine Data



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Any Questions?

