

Improving the Patient-Centeredness of the Health Care System: A Roadmap for the Twin Cities

In the winter of 2020–2021, Public Agenda and AcademyHealth convened a working group in Twin Cities, MN, focused on advancing patient-centered care, supported by the Robert Wood Johnson Foundation. The working group was comprised of community members with lived experience of the local health care system, health system decision makers, advocates, community leaders, policymakers, and other stakeholders. The goal of the working group was to elicit community perspectives for improving the patient-centeredness of the health care system.

During an initial convening, the working group participants identified the following priority areas for advancing patient-centered care in the Twin Cities: 1) Strengthening relationships between clinics and the community; 2) Reducing administrative barriers and burdens to care; 3) Improving patient-provider interpersonal relationships; and 4) Addressing racial inequities in healthcare. Working group participants then joined sub-topic working groups on each of these priority areas and generated a range of recommendations to advance their sub-topic.

During the final convening, the full working group participants rated these recommendations based on feasibility and level of enthusiasm for the concept. Based upon these votes and group feedback, eight ideas are highlighted in this roadmap that were widely viewed as feasible and which garnered a broad base of enthusiasm and support from multiple members of the working group. We hope the ideas and resources listed below provide a springboard for potential concrete action and next steps in the Twin Cities. The ideas are organized by whether they are feasible in the short, medium, or long-term. Following that is an illustrated visual roadmap highlighting these top eight recommendations.

Action Items

Short Term Next Steps

- **Plan community events where providers and patients/families can collaborate** (subgroup: improving patient-provider relationships)
- **Implement anti-racism initiatives at health care institutions and clinics** (subgroup: racial inequity)
- **Institutions/clinics conduct mapping exercises to see what happens to a patient throughout care** (subgroup: racial inequity)

Medium Term Next Steps

- **Incorporate/mainstream equity measures** (subgroup: racial inequity)
- **Partner with patients/families to implement well-established, effective strategies aimed at building trust** (subgroup: improving patient-provider relationships)
- **Develop preventative care partnerships between clinics and housing** (subgroup: clinics and community)

Long Term Next Steps

- **Assess patient needs based upon social determinants of health** (subgroup: reducing administrative barriers)
- **Increase patients' input on community benefit spending** (subgroup: clinics and community)

Twin Cities Patient-Centered Care Roadmap

