

Lake Superior  
Quality Innovation  
Network

MICHIGAN | MINNESOTA | WISCONSIN

Stratis Health serves Minnesota as part of  
the Lake Superior Quality Innovation Network



# Interactive Group Session: Patient Education Challenges and Resources

Facilitator: Nancy Miller, MBA, CPF, Stratis Health

## Patient Satisfaction and Pressure

**Challenge:** Patient and parent expectation and demand for obtaining antibiotics to treat upper respiratory conditions are a common challenge reported from ambulatory care providers.

**Question:** What strategies, tools or education pieces have you and your colleagues employed to manage this challenge?

## Time Constraints

**Challenge:** Lack of time to explain and educate the patient or parent is another challenge for providers in a busy outpatient setting.

**Question:** What has your practice done to address this challenge? What ideas do you have to address this challenge?

# Diagnostic Uncertainty

**Question:** Do you agree with this statement?

*Physicians perceive the risk of undertreating a patient to be greater than the risk from unnecessary antibiotic use.*

**Discuss**

## Externalized Responsibility

To what extent do you believe that antibiotic overuse is more of a problem in other settings, such as nursing homes and acute care hospitals?

What evidence do you have for this belief?

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Stratis Health is a partner in Lake Superior Quality Innovation Network, the Medicare Quality Innovation Network - Quality Improvement Organization (QIN-QIO) serving Michigan, Minnesota, and Wisconsin