

Building Trust





HealthPartners Mission

Our mission is to improve health and well-being in partnership with our members, patients and community.



The chair







Trust

Definition:

Belief that someone or something is reliable, good, honest, effective, etc.

Merriam Webster Dictionary, online 2013



What are Your Concerns?

- **Community Members**

- Lack of trust
- Corporate will not listen
- Partners/patients disengaged
- No long-term improvement

- **Clinic Members**

- Too many PDSA cycles
- Not interested
- Unrealistic expectations
- PDSA cycles not successful



Building Trust



- **Purpose**
- **Picture (vision)**
- **Plan**
- **Part to play**



What do you Hope for?

- Better patient/provider experience
- Cultural awareness
- Health outcomes
- Cure
- Prevent
- Innovate
- Listen



Suggested Solutions

- Build trust with partners
- Ask patients what they want
- Create one thing/solution/product/service to improve diabetes outcomes