



Help Us Improve Health Care For Patients Like You

We all hope for more affordable health care that is centered on the needs of the patient. At the Institute for Clinical Systems Improvement (ICSI), we are turning that “hope” into a reality. But we can’t do it without the patient’s perspective. That’s why we need your help.

Join the ICSI Patient Advisory Council

ICSI has a thriving Patient Advisory Council (PAC), which contributes ideas to improve the quality and lower the cost of your health care. As a member of this council you can help us learn such things as:

- What you haven’t liked about past experiences with your care
- How patients like to be treated during the doctor visit
- How to make access to health care easier and more convenient
- If you trust someone other than a doctor to deliver your care
- What decisions about your care are you comfortable making

You can help us answer these and other questions using your own experiences and preferences. You have very important, real-life things to say, and your insights and opinions will help us build a health care system around patient needs.

A Real Impact

By participating in the ICSI PAC, you will make a real difference in the health care that families get in Minnesota. We can say that because ICSI is an independent, non-profit organization with 64 medical group and hospital members in Minnesota and surrounding states. Your input will help influence how these groups and their 9,000 physicians practice medicine.

Your input can even save lives

ICSI is recognized in Minnesota and nationally as a key organization that makes health care more patient-centered. For example, patient experience and insights helped ICSI develop a program for patients with depression called DIAMOND which is getting nearly 10 times as many patients with depression to recovery within six months compared to traditional treatment for depression in primary care settings. Plus research shows it can lower health care costs. Your involvement in the ICSI PAC can truly help develop similar programs that dramatically improve the quality and lower the cost of care.

Your attendance can help improve communication between patients and care providers, bring the needs of your community to bear on health care legislation, or help ICSI design better ways to prevent, treat or manage chronic diseases. Whatever the ICSI task, your involvement will ensure that real patient voices are heard and counted.

The Right Stuff

ICSI is looking for people who want to share their patient experiences. If you're passionate about changing health care, all the better; we are looking for those who want to be involved in this council. PAC members should be comfortable speaking their opinions in groups, respect other points of view, and be able to seek solutions and connect with other patients to gather broader perspectives. The council desires to reflect the cultural diversity of families that live in Minnesota, including a variety of ages, ethnicities, and urban/rural communities.

Two-Year Commitment

Participation in the ICSI Patient Advisory Council requires a two-year commitment with up to 3-hour meetings each month held at the ICSI offices in Bloomington.

To become involved, please request an application from and return to Gwen.Brown@icsi.org, FAX to (952) 814-7081. For more information, please contact Myounghee Hanson (952) 814-7071, Myounghee.Hanson@icsi.org, or phone the ICSI main line at (952) 814-7060.

About ICSI

Founded in 1993 by HealthPartners, Mayo Clinic and Park Nicollet Health Services, ICSI today is comprised of 64 medical group and hospital members representing 9,000 physicians in Minnesota and surrounding states. An independent, non-profit organization, ICSI's mission is to champion health care quality and help its members implement best clinical practices for their patients. ICSI is also leading the transformation of the health care system into a more patient-centered and value-driven entity.



8009 34th Ave. South
Suite 1200
Bloomington, MN 55425
952-814-7060
www.icsi.org