Patient Satisfaction and Beyond

Using Patient and Family Engagement Data to Drive Value

Sue Sheridan, MIM, MBA
Paul Rosen, MD
#1. “Focus on the user and all else will follow”
CMS Person and Family Engagement (PFE) Strategy
CMS PFE Foundational Principles

- Promote Informed Decision Making
- Share Preferences and Values
- Encourage Engagement & Self Management
- Promote PFE Best Practices
- Co-Create Goals

Improving Health, Healthcare Experiences and Outcomes

QIC Affinity Group
TCPI Community’s PFE Metrics

Point of Care

• Does the practice use an e-tool (patient portal or other E-Connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication list, vitals and other information and patient record data?

• Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, concerns and desired outcomes into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?

Policy and Procedure

• Does practice utilize a tool to assess and measure patient activation?

• Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?

• Does the clinical team work with the patient and family to support their patient/caregiver management of medications?

Governance

• Are there policies, procedures and actions taken to support patient and family participation in governance or operational decision-making of the practice (Person and Family Advisory Councils, Practice Improvement Teams, Board Representatives, etc.)?

2 – Finalized 03-30-2017
What Do Patients Want?

- Humane, empathic experience of care that invites them to engage as partners

- Effective treatments and interventions that result in outcomes and goals that matter most to them
Humane Empathic Patient Experience

Picker Principles of Patient-Centered Care

- Respect for patients’ values, preferences, and expressed needs
- Coordination and integration of care
- Information, communication, and education
- Physical comfort
- Emotional support and alleviation of fear and anxiety
- Involvement of family and friends
- Transition and continuity
- Access to care

http://pickerinstitute.org/about/picker-principles/
Tools to Measure the Patient Experience of Care

CAHPS

Sample questions:

• In the last 6 months, when you contacted this provider’s office to get an appointment for **care you needed right away**, how often did you get an appointment as soon as you needed?

• In the last 6 months, how often did this provider listen carefully to you?

• In the last 6 months, how often did this provider show respect for what you had to say?

• In the last 6 months, how often did this provider spend enough time with you?
Tools to Measure the Patient Experience of Care

Patient Assessment of Chronic Illness Care (PACIC) Sample questions:

- Asked for my ideas when we made a treatment plan
- Given choices about treatment to think about
- Asked to talk about my goals in caring for my condition
- Helped to make a treatment plan that I could carry out in my daily life
- Encouraged to attend programs in the community that could help me
Outcomes that Matter Most to Patients

- **Survival**
  - e.g. mortality, years of life lost, 5-year survival

- **Morbid events**
  - e.g. stroke, cardiac arrest, disease recurrence

- **Care-giver reported**
  - e.g. caregiver burden

- **Patient-reported**
  - e.g. symptoms, function, feelings

The Cochrane Collaboration, 2011
Patient Reported Outcomes (PROs)
Tools to Measure PROs
<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>In general, would you say your health is:</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In general, would you say your quality of life is:</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In general, how would you rate your physical health?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In general, how would you rate your mental health, including your mood and your ability to think?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In general, how would you rate your satisfaction with your social activities and relationships?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In general, please rate how well you carry out your usual social activities and roles</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
TCPI Network
PFE Metrics in Action

Point of Care
• Does the practice use an e-tool (patient portal or other E-Connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication list, vitals and other information and patient record data?
• Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, concerns and desired outcomes into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?

Policy and Procedure
• Does practice utilize a tool to assess and measure patient activation?
• Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?
• Does the clinical team work with the patient and family to support their patient/caregiver management of medications?

Governance
• Are there policies, procedures and actions taken to support patient and family participation in governance or operational decision-making of the practice (Person and Family Advisory Councils, Practice Improvement Teams, Board Representatives, etc.)?
TCPI Network
PFE Metrics in Action

Point of Care
• Does the practice use an e-tool (patient portal or other E-Connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication list, vitals and other information and patient record data?
• Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, concerns and desired outcomes into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?

Policy and Procedure
• Does practice utilize a tool to assess and measure patient activation?
• Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?
• Does the clinical team work with the patient and family to support their patient/caregiver management of medications?

Governance
• Are there policies, procedures and actions taken to support patient and family participation in governance or operational decision-making of the practice (Person and Family Advisory Councils, Practice Improvement Teams, Board Representatives, etc.)?
The Power of a Patient and Family Advisory Councils (PFACs)
Asthma is leading driver of pediatric ED visits in Orange County
Implementation of evidence-based asthma clinical guideline
Focus on completion of asthma action plan
18% Year-over-Year Reduction in ED Use (YTD)
Equates to an annualized savings of $1.06 M for this practice
Additional PFE Resources

CMS’ Partnership For Patients: Patient and Family Engagement Resources:

AHRQ, Guide to Patient and Family Engagement in Hospital Quality and Safety:

Institute for Healthcare Initiatives, Person and Family Centered Care Initiatives:
http://www.ihi.org/engage/initiatives/PatientFamilyCenteredCare/Pages/default.aspx
Additional PFE Resources

National Academy of Medicine (NAM) :
Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care

Questions?
Thank you!

www.CareTransitionsNetwork.org
CareTransitions@TheNationalCouncil.org

The project described was supported by Funding Opportunity Number CMS-1L1-15-003 from the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services.

Disclaimer: The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.