



*Partnering for the Future*



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**207 Workshop: Engaging Patients to  
Achieve APM Success**

# Welcome



## **Erin Mackay**

*Associate Director of Health  
Information Technology  
Programs, National Partnership  
for Women & Families*

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# Workshop Objectives:

- Offer practical solutions and strategies for practices facing challenges in the transition from from traditional fee-for-service to alternative payment.
- Provide attendees with tangible and practical knowledge, insight, and anecdotes you can take back to your organizations, with the goal of achieving success in practice transformation.

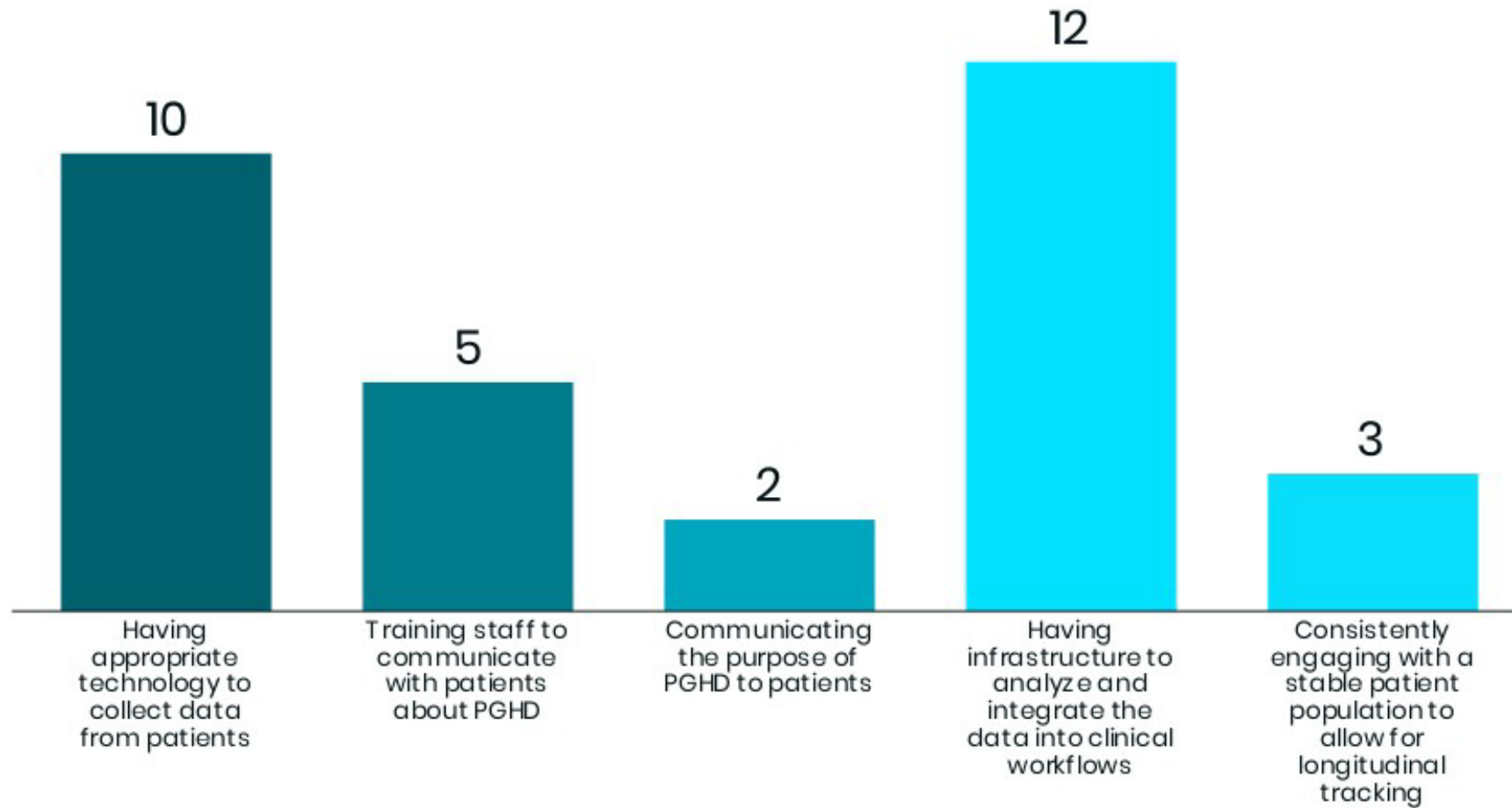
# Workshop Structure:

- Attendees will respond – via your phone and the mentimeter app – to poll questions that will help faculty determine where to focus the discussion
- Faculty will introduce themselves and share anecdotes about their experience in the two main focus areas: Patient-Generated Health Data (PGHD), and 2) Shared Decision-Making (SDM)
- Following the poll results, attendees will engage with the faculty to describe their issues and questions related to PGHD and SDM, to share experiential learning about strategies and tactics for making progress in these topic areas.

# Question 1: What are Your Biggest Challenges Related to PGHD?

- Having appropriate technology to collect data from patients
- Training staff to communicate with patients about PGHD in general, and also in the context of cultural sensitivity and stigma
- Communicating the purpose of PGHD to patients (i.e. motivating their engagement to provide data)
- Having infrastructure to analyze and integrate the data into clinical workflows
- Consistently engaging with a stable patient population to allow for longitudinal tracking

# Question 1: What are Your Biggest Challenges Related to PGHD?

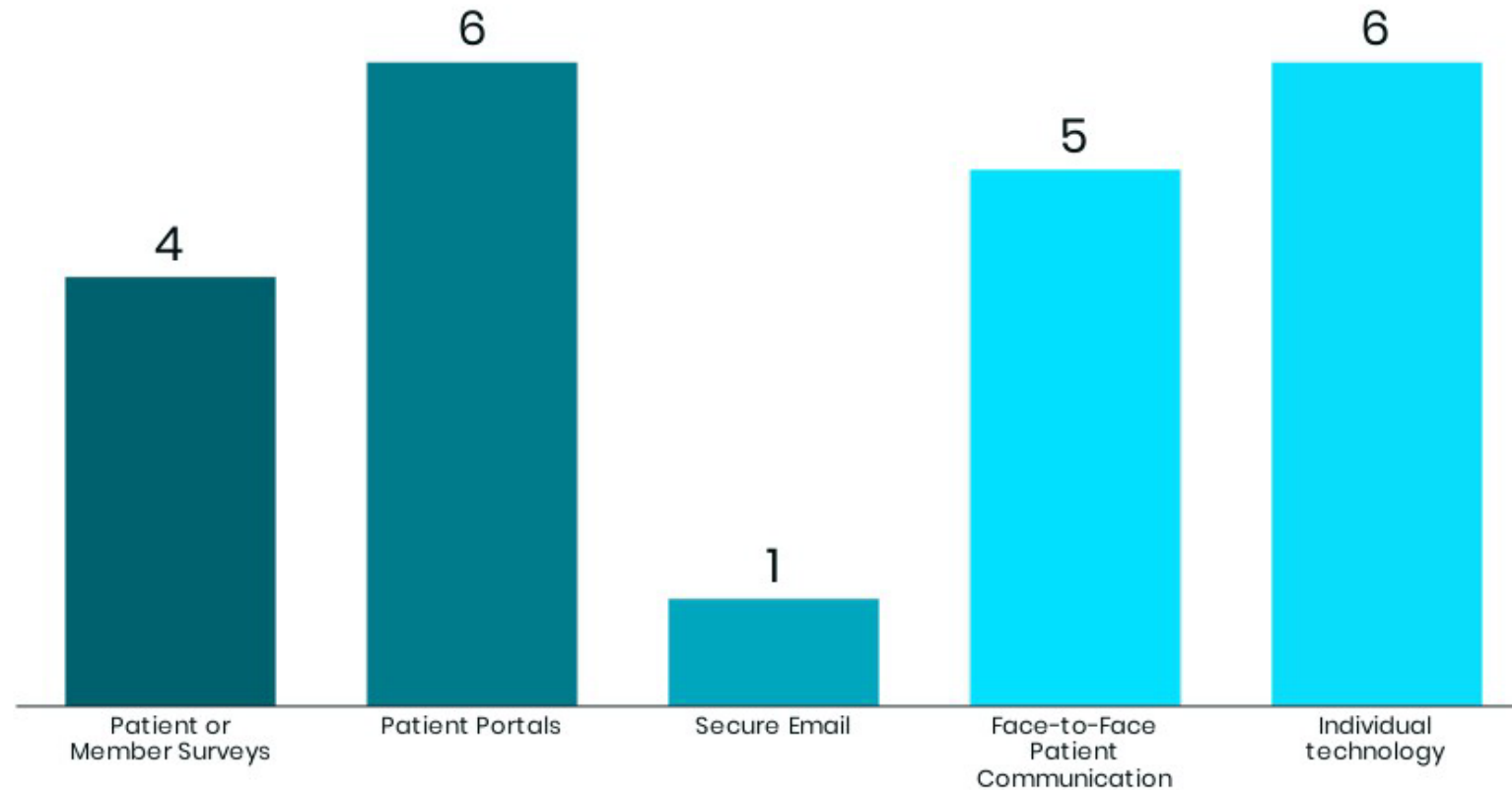


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# Question 2: What PGHD tools are you most interested in learning more about?

- Patient or Member Surveys
- Patient Portals
- Secure email
- Face-to-Face Patient Communication
- Individual technology (apps, devices in waiting rooms, etc.)

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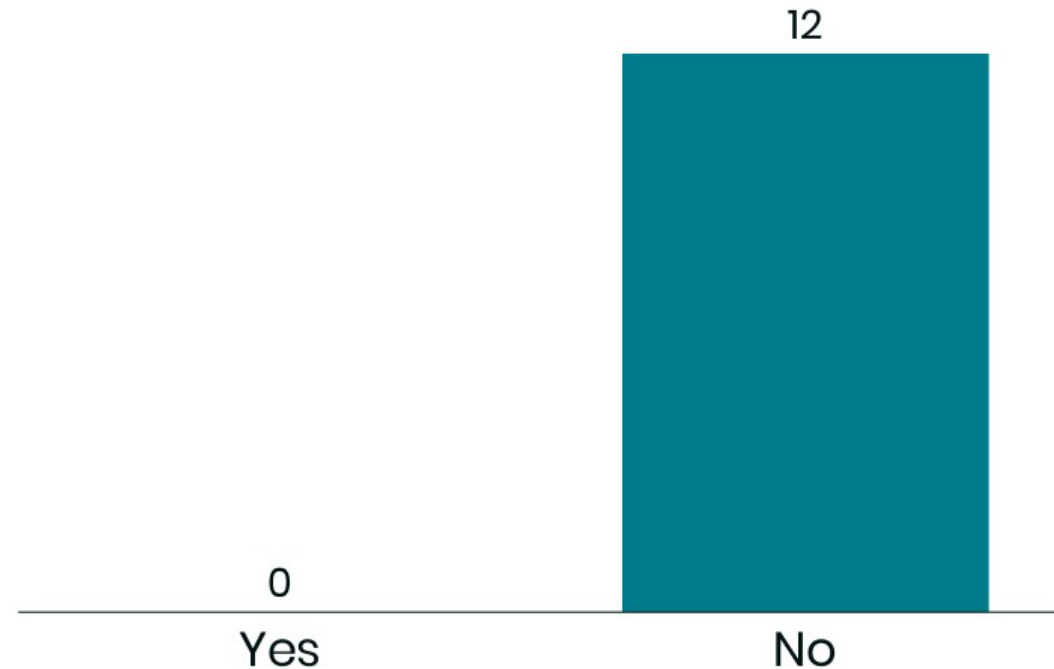


# Question 3: Using/Incentivizing Shared Decision-Making

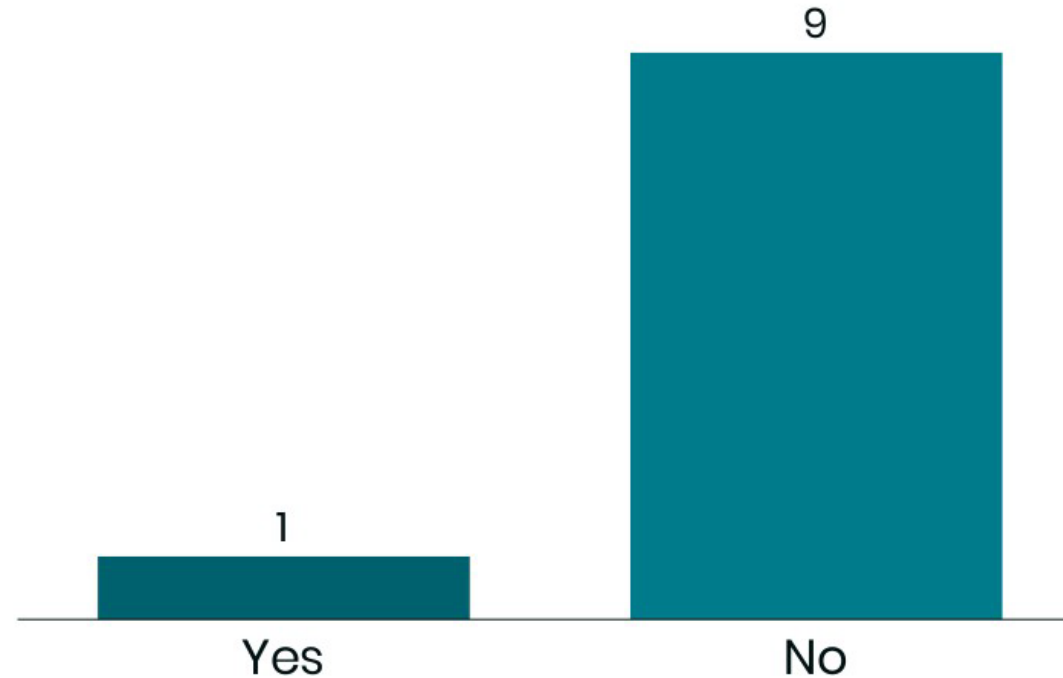
- Do you use shared decision-making tools in your practice? (Y/N)
- Do you incentivize providers to use shared decision making? (Y/N)



# Question 3: Using/Incentivizing Shared Decision-Making



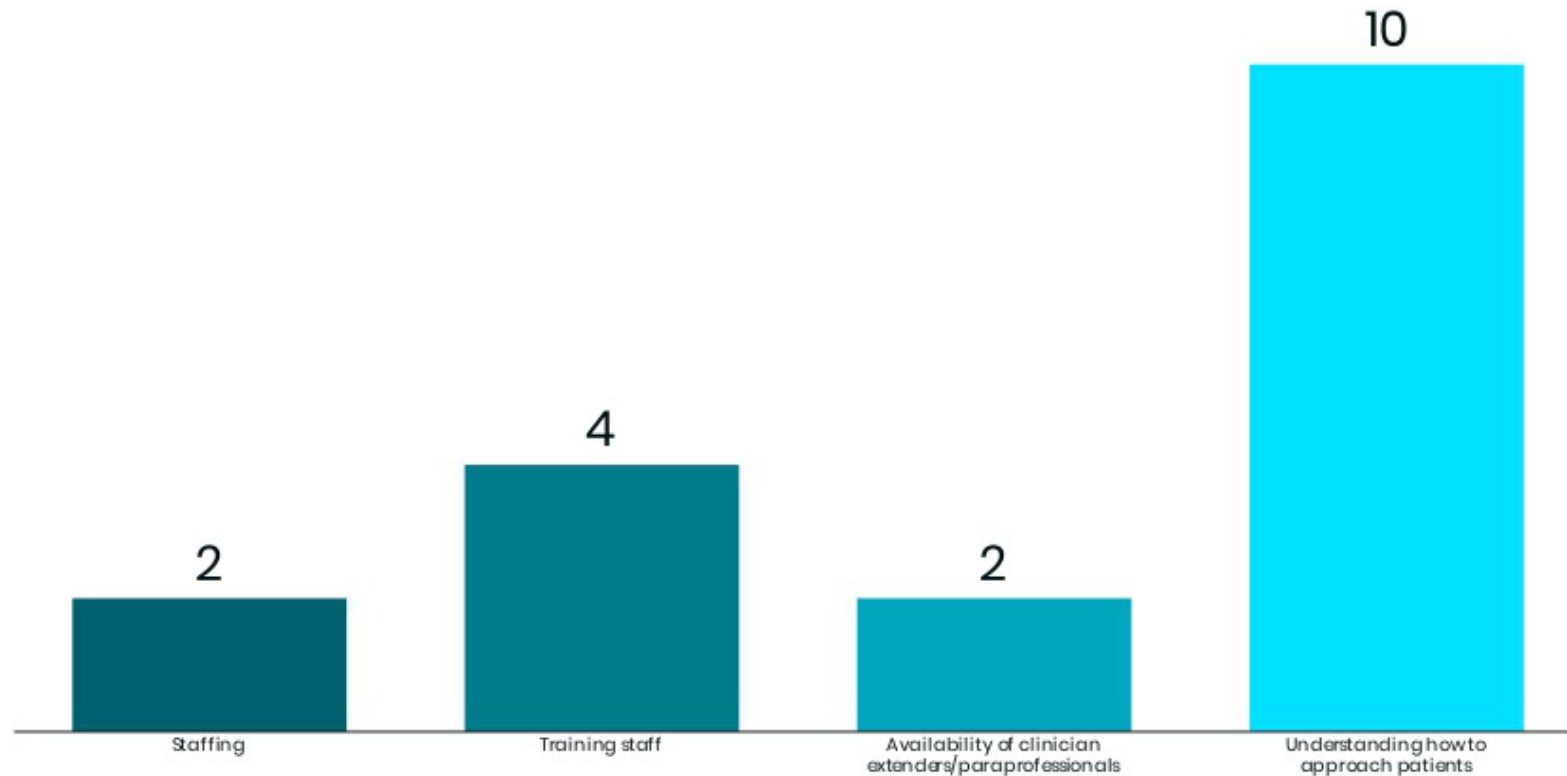
# Question 3: Using/Incentivizing Shared Decision-Making: Do you incentivize providers to use shared decision making?



# Question 4: What are Your Biggest Challenges to Using or Implementing SDM?

- Staffing – who is going to have the conversations and work with the patient?
- Training staff
- Availability of clinician extenders/paraprofessionals
- Understanding how to approach patients with sensitivity to their personal and/or cultural preferences

# Question 4: What are Your Biggest Challenges to Using or Implementing SDM?



# Workshop Faculty



**Katherine  
Brieger**

*Chief of Patient  
Experience and Staff  
Development, HRHCare*



**Tim Kotas**

*Chief Operating Officer,  
Welvie*



**Jennifer  
Neer**

*Senior Business  
Change Manager,  
Anthem*

# Value-based Care

Value-based care model utilizes processes to proactively identify what health care patients need, when they need it, and how to get it to them

Reimburses doctors for value-based, rather than volume-based performance

- Providing patient-centered, high quality, cost-effective care
- Rewarded through Shared Savings as result of reduced medical costs
- Benefits members, providers and health plan

Value-based payment models have the potential to improve clinical outcomes, care access and lower total costs, resulting in improved satisfaction for both consumers and health care professionals

# The SHARE Approach to Shared Decision Making

Step 1: **S**eek your patient's participation

Step 2: **H**elp your patient explore and compare treatment options

Step 3: **A**ssess your patient's values and preferences

Step 4: **R**each a decision with your patient

Step 5: **E**valuate your patient's decision

Material adapted from the [AHRQ SHARE Approach curriculum](http://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html)

The SHARE Approach. Content last reviewed August 2018.

Agency for Healthcare Research and Quality, Rockville, MD.

<http://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html>

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- Welvie
  - Direct to Patient Decision Support
  - Powerful Analytics
  - Proven Patient Engagement
- My Surgery<sup>SM</sup>
  - Preference-Sensitive Surgery Program
  - Proven - 3 year RCT with CMMI
- Welvie My Life Letters<sup>SM</sup>
  - Advance Care Planning Program
- Welvie Outcomes
  - Improves Patient/Provider Experience
  - Improves Population Health
  - Lowers cost





# Engaging Providers in Value-Based Care

## Enhanced Personal Health Care

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Anthem's largest value-based payment program

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Designed to support primary care providers in addressing some of the greatest challenges in our health care system



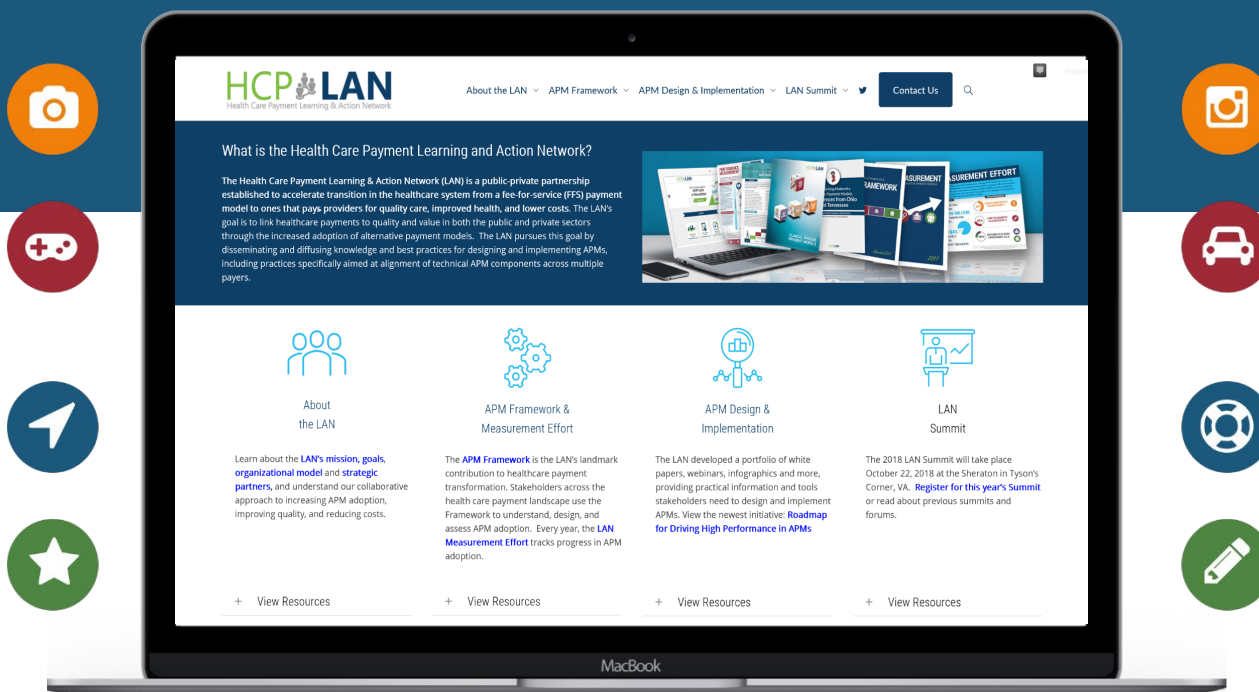
# Now We Want to Hear from You!

Related to either PGHD or SDM:

- What are your biggest pain points?
- If you can walk out of this workshop with one or two practical solutions for a specific problem, what is that problem and what are some ideas you have been considering?

# Visit the LAN Website for our Resources

<https://hcp-lan.org/>



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# Exit Survey

We want to know what you think!

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Please take a moment to complete the exit survey so we can continue to improve and enrich the LAN. Use the link in *Guidebook* for this session to provide us your feedback.



# Contact Us

We want to hear from you!



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**Thank You!**