



# **Meaningful Patient/Family Engagement in Alternative Payment Models**

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national partnership  
for women & families

# About Us



## ▶ **National Partnership for Women & Families**

- ▶ **The National Partnership for Women & Families** is a nonprofit, nonpartisan consumer advocacy group dedicated to promoting fairness in the workplace, access to quality health care, and policies that help women and men meet the dual demands of work and family. We have been working for more than 40 years to improve access to high quality, affordable care for all.

## ▶ **Signature Health Care Initiatives**

- ▶ **Coalition for Better Care**
  - ▶ Engage patients and consumers in health care payment and delivery system reform policy initiatives and in the design of new models of payment and care delivery.
- ▶ **Consumer Partnership for eHealth**
  - ▶ Advance health IT initiatives and policies that meet the needs of patients and families.
- ▶ **Consumer Purchaser Alliance**
  - ▶ Leading collaboration of consumer and employer groups focused on improving care and reducing costs through performance measurement and payment

More information is available at  
[www.NationalPartnership.org](http://www.NationalPartnership.org).



# What Patients/Families **Want**



- ▶ **“Whole person” Orientation:** clinicians understand the full range of factors affecting a person’s ability to get and stay well; treatment recommendations align with patients’ values, life circumstances and preferences
- ▶ **Coordination and Communication:** Patients & families are considered central members of the care team, and a clinical team member serves as “quarterback” – helping coordinate care, navigate the system and facilitate communication between all members of the team
- ▶ **Patient Support and Empowerment:** expanding patients’ and caregivers’ capacity to get and stay well and support for self-management tools and services that are developed *with* them (not *for* them)
- ▶ **Ready Access:** getting appointments when needed, accommodating barriers such as language or physical or cognitive problems. Consumers also see the high cost of health care and insurance as an access problem

# We Want the **Same** Things



- ▶ **Better Care**
- ▶ **Better Health Outcomes**
- ▶ **Better Experience**
- ▶ **Lower Costs**
  
- ▶ **Patients/Family Caregivers care about:**
  - ▶ Clinicians
  - ▶ Getting better
  - ▶ Waste and inefficiency

# Commonly Held Views of "Patient Engagement"



## ▶ **Meaningful engagement is not:**

- ▶ Compliance
- ▶ Improved Self-Management and Healthy Behaviors
- ▶ Smart Consumerism
- ▶ Education Campaigns
- ▶ Provision of Financial Rewards
- ▶ Doing "What's Best for Patients"
- ▶ Designing Patient-Centered Care Without Patients

# Engagement **Redefined**



- ▶ “Patients, families, their representatives, and health professionals working in active **partnership** at various levels across the health care system – direct care, organizational design and governance, and policy making – **to improve health and health care.**”

- ▶ **SOURCE:** Carman, Kristin; Dardess, Pam; Maurer, Maureen; Sofaer, Shoshanna, Adams Karen; Bechtel, Christine; Sweeney, Jennifer. “Patient and Family Engagement: A Framework for Understanding The Elements And Developing Interventions and Policies.” *Health Affairs* 32 No.2 (2013): 223-231.

# Every Level, Every Stage

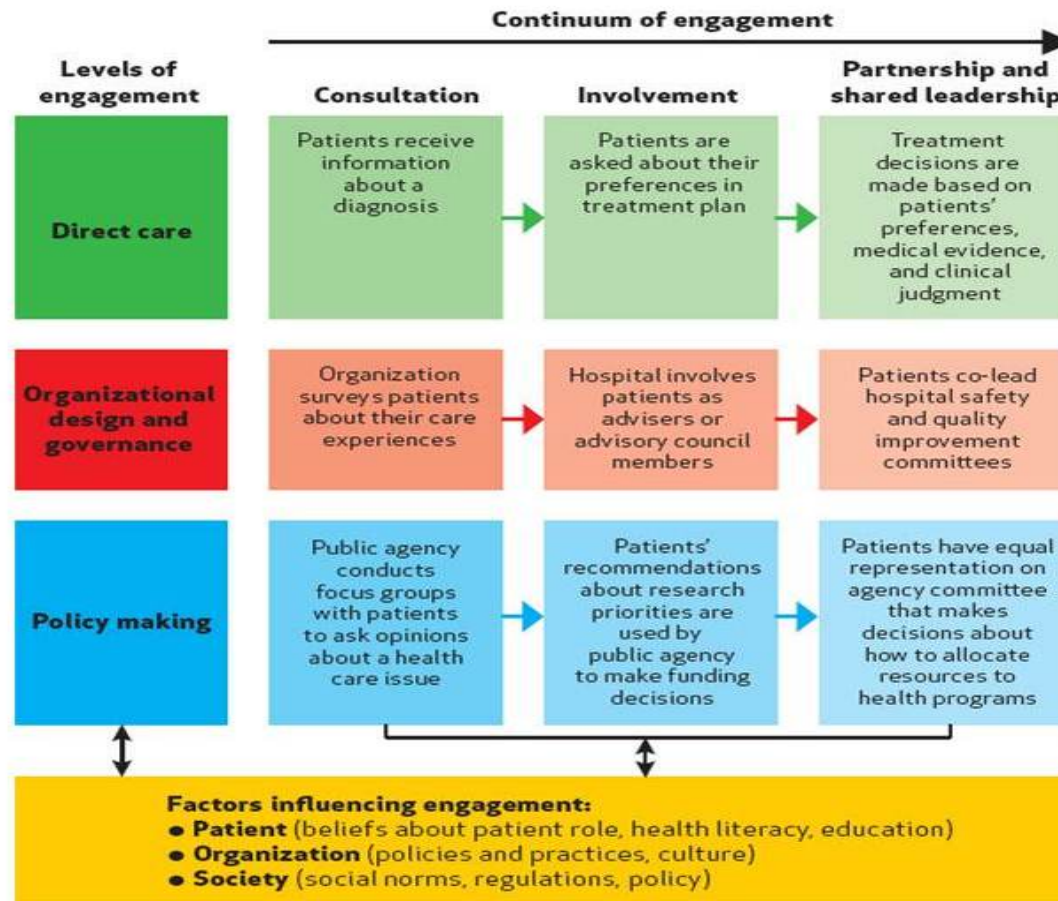


## ▶ Partnership to improve health and care:

- ▶ Engagement in **Care** – partnership to better manage care and improve health status based on patient’s own goals
  - ▶ Shared decision making, joint goal setting, developing care plans
- ▶ Engagement in **Redesign** – working to redesign care
  - ▶ Care coordination and transitions in care, phone call volume, wait times, improving patient experience
- ▶ Engagement in **Governance** – setting policy for initiatives or organizations
  - ▶ Board of Directors, setting job descriptions, setting national qualification criteria or payment policies for medical home initiative, etc.
- ▶ Engagement in **Communities** – working with community groups in redesigning care and governing systems/organizations/policies
  - ▶ Advising on community resources and facilitating connections to community supports, serving on governing boards, etc.



# Framework for Engagement



**SOURCE** Kristin L. Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Bechtel, and Jennifer Sweeney, "Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies," *Health Affairs* 32, no. 2 (2013): 223-31. **NOTE** Movement to the right on the continuum of engagement denotes increasing patient participation and collaboration.



# Example



## ▶ Comprehensive Primary Care Initiative

### What Patients and Family Caregivers Say They Want:

- ▶ “Whole-Person” Care
- ▶ Coordination and Communication
- ▶ Patient and Family Support
- ▶ Ready Access

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### CPC Goals:

- ▶ Manage High Health Care Needs and Deliver Preventive Care
- ▶ Coordinate Care Across the Medical Neighborhood
- ▶ Engage Patients and Caregivers
- ▶ Ensure Access to Care

# Options for Patient/Family Engagement



Program Year <sup>^</sup>	Total # Practices	Patient/Family Engagement Milestone Options (# Practices for Each)			Total # PFACs
		Patient Experience Survey Only	PFAC Council Only	Survey/PFAC Combo**	
1	491	397	100	N/A	100
2	482	280	127	79	206

<sup>^</sup>Program years spans calendar years. Year 1 – 2013-14, Year 2 – 2014-15, Year 3 – 2015-16.

\*\* Survey/PFAC Council combination option not officially specified for Year 1

# PFAC **Improvement** Initiatives



## ▶ **Access to Care**

- ▶ Wait times
- ▶ Extended hour availability
- ▶ Walk-in visits

## ▶ **Communication**

- ▶ Accessibility of information
- ▶ Phone system navigation

## ▶ **Care Coordination**

- ▶ Whiteboards

## ▶ **Patient/Family Engagement**

- ▶ Online patient portal use
- ▶ Patient education materials
- ▶ Self-management support
- ▶ Shared decision making tool implementation
- ▶ Advance Directives

# Partnering to Achieve CPC Milestones

- ▶ **Work with patients and families to:**
  - ▶ Assess and re-design or enhance **patient self-management support programs** (Milestone #2)
  - ▶ Identify barriers **accessing care** (Milestone #3)
  - ▶ Review, analyze, and discuss **patient experience data** (Milestone #4)
  - ▶ Test the best ways to implement the **shared decision-making tools** (Milestone #7)
  - ▶ Design (or help re-design) the electronic **patient portal** (Milestone #9)
  - ▶ Identify existing challenges within the practice and ask patient and family advisors to meet to **discuss solutions**

More information on CPCI Milestones:

<https://innovation.cms.gov/Files/x/CPCI-Milestones.pdf>

# Best Practices



- ▶ **Leadership** – Walk the Talk; Identify Champions
- ▶ **Careful Selection** – Right Fit; All stakeholders
- ▶ **Coaching/training** – Continuous feedback and support
- ▶ **Good Practice** – Trust, Transparency, Relationships
- ▶ **Meaningful Engagement** – No Window-Dressing/Rubber Stamping
- ▶ **Don't wait** – Early Engagement; Priorities, Principles
- ▶ **Avoid Tokenism/Don't Marginalize** – No new silos
- ▶ **Beware Stereotypes** – “Old culture” thinking
- ▶ **Don't ignore** - Time, Resources, Power

# For More Information



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