

## Choosing Wisely Crosswalk to Achieve the Six PFE Metrics

TCPI PFE Metrics	Relevant Patient Engagement Activities/ Tools in Choosing Wisely Programs
<p><b>PFE Metric 1: Support for Patient and Family Voices (Governance)</b> Are there policies, procedures, and actions taken to support patient and family participation in governance or operational decision-making of the practice (Patient and Family Advisory Councils (PFAC), Practice Improvement Teams, Board Representatives, etc.)?</p>	<ul style="list-style-type: none"> <li>As part of Choosing Wisely implementation, ask the practice/facility PFAC to review the program and offer input. If there is no PFAC, invite a focus group of patients / family advisors to review and comment.</li> </ul> <p><b>To learn more about how you can implement Choosing Wisely in the clinical setting – go to: <a href="http://www.mainequalitycounts.org/choosingwisely">www.mainequalitycounts.org/choosingwisely</a></b></p>
<p><b>PFE Metric 2: Shared Decision-Making (Point of Care)</b> Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, outcomes, and concerns into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?</p>	<ul style="list-style-type: none"> <li>Train your team how to use the Choosing Wisely patient education materials about potentially overused tests/procedures to anchor conversations with patients about the risks, benefits in the context of their treatment goals and preferences.</li> <li>Invite your team to take the <a href="#">AMA Stepsforward™ “Advancing Choosing Wisely”</a> and <a href="#">NNE-PTN “Improving Patient Outcomes”</a> online modules.</li> <li>Invite your team to watch the <a href="#">Drexel, Kognito</a> and <a href="#">Costs-of-Care communication</a> videos.</li> </ul>
<p><b>PFE Metric 3: Patient Activation (Policy and Procedure)</b> Does the practice utilize a tool to assess and measure patient activation?</p>	<ul style="list-style-type: none"> <li>Place <a href="#">Choosing Wisely “5 Questions” posters</a> prominently in waiting and exam rooms and provide wallet cards at check-in. <a href="#">Use the Choosing Wisely Toolkit to script front desk and clinical personnel</a> to encourage patients to think about which questions are most important to ask the doctor when they see him/her. Conduct a PDSA to determine how often patients are using the 5 questions and the results.</li> <li>Download the Choosing Wisely Mobile App for both clinical recommendations and patient information: <a href="#">iPhone/iPad</a> or <a href="#">Android</a></li> </ul>
<p><b>PFE Metric 4: Active e-Tool (Point of Care)</b> 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?</p>	<ul style="list-style-type: none"> <li>Use the patient portal and electronic communications/email with patients who schedule visits related to one of the conditions addressed by <a href="#">Choosing Wisely</a> (e.g., stuffy nose, low-back pain) so that they can review the information ahead of the visit.</li> <li><a href="#">Store Choosing Wisely patient education materials</a> in the EHR for easy retrieval at the point-of-care.</li> </ul>
<p><b>PFE Metric 5: Health Literacy Survey (Policy and Procedure)</b> Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?</p>	<ul style="list-style-type: none"> <li>Ask the clinic/practice PFAC to review Choosing Wisely education material and recommend ways clinicians and staff should present it/use it with patients of varying health literacy levels.</li> </ul>
<p><b>PFE Metric 6: Medication Management (Policy and Procedure)</b> Does the clinical team work with the patient and family to support their patient/caregiver management of medications?</p>	<ul style="list-style-type: none"> <li>Use <a href="#">Choosing Wisely patient education materials</a> to educate patients / families on appropriate use of medications such as antibiotics, opioids and certain drugs in the elderly.</li> </ul>

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