Transforming Clinical Practice by Supporting Patient and Family Decision Making

March 27, 2018

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Welcome & Announcements

• Welcome – Ann Greiner, President & CEO, PCPCC
• PCPCC Executive Members Only:
  • “Conversation with the Experts” with today’s webinar presenters
  • April 12, 2018
    ➢ Registration: Visit the Events Calendar on the PCPCC Website to register and learn more, www.pcpcc.org/calendar

• Upcoming Webinar – April 30, 2018 at 3:00pm EST
  ➢ Topic: Integrating Primary Care into the Community
  ➢ Registration: Visit the Events Calendar on the PCPCC Website

• Interested in PCPCC Executive Membership?
  ➢ Email Allison Gross (agross@pcpcc.org) or visit: www.pcpcc.org/executive-membership
Panelists

Ann Greiner
President & CEO
PCPCC

Beverley Johnson
President & CEO
IPFCC

Wendy K. Nickel
Director
Centers for Quality and Patient Partnership in Healthcare
American College of Physicians

Jacinta Smith
SAN, Program Manager
PCPCC

Daniel Wolfson
Executive Vice President & COO
ABIM Foundation
• TCPI is a four-year program (2015-2019) designed to assist more than 140,000 clinicians in achieving large-scale health transformation in preparation for new advanced payment models.

• Clinicians participating in TCPI also meet patient engagement requirements in MACRA’s Quality Payment Program under the Merit-Based Incentive Payment System (MIPS).

• To be effective and sustainable in practice transformation, TCPI encourages participants to involve patients and families in a meaningful way.

• Through mutual partnership and active engagement with clinicians and the care team, patients and families can build the knowledge and skills needed to improve health outcomes.
TCPI Aims

1. Support more than 140,000 clinicians in their practice transformation work
2. Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients
3. Reduce unnecessary hospitalizations for 5 million patients
4. Generate $1 to $4 billion in savings to the federal government and commercial payers
5. Sustain efficient care delivery by reducing unnecessary testing and procedures
6. Transition 75% of practices completing the program to participate in Alternative Payment Models
7. Build the evidence base on practice transformation so that effective solutions can be scaled
Helping Clinicians Improve Care: PCPCC’s Role in the Transforming Clinical Practice Initiative

- The PCPCC joins 40 national and regional collaborative healthcare transformation networks and supporting organizations in this work.

- 1 of 10 Support and Alignment Networks (SAN) and the only organization focused solely on patient, caregiver, and community engagement.

- Goal: Support practice improvement teams through our diverse network to foster partnerships with patients, family caregivers and community-based organizations to achieve common goals of improved care, better health, and reduced costs.
Training & Technical Assistance

Virtual and on-site PFE training to patients, clinicians, and health care teams participating in quality improvement activities.

Free & open access to our PFE Resource Library. Watch, download, and listen to resources that highlight PFE best practices and implementation strategies.

Sharing exemplar models of PFE in action and connecting patient advocates with networks actively engaged in effective partnerships.
Contact Us!

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THE CHOOSING WISELY® CAMPAIGN

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Daniel Wolfson, MHSA
Executive Vice President and COO
ABIM Foundation
Choosing Wisely is an initiative of the ABIM Foundation to help clinicians and patients engage in conversations about the overuse of tests and procedures and to support physician efforts to help patients make smart, effective choices.
Engagement and Partnership

- Payers
- Delivery System
- Consumer Groups/Employers
- Government

Patient and Clinician Conversations
Stimulating Innovation and Implementation

The Robert Wood Johnson Foundation has provided two rounds of funding to advance Choosing Wisely, including a current grant of $4.2 million to support seven initiatives focused on reducing utilization of unnecessary tests and treatments – including a 20% reduction of inappropriate prescribing of antibiotics.

• Greater Detroit Area Health Council
• Integrated Healthcare Association
• Maine Quality Counts
• North Carolina Healthcare Quality Alliance
• University of California, Los Angeles
• Washington Health Alliance
• Wisconsin Collaborative for Healthcare Quality
Lessons Learned

- Alignment of values and framing
- Simple rules
- Engagement and partnerships
- Bottom-up approach with support
- Need for system and performance improvement approaches
- Need for patient and family engagement
• Need for system & performance improvement approaches

• Need for patient & family engagement

Multi-component intervention at Froedtert & Medical College of Wisconsin
Multi-Component Intervention

- Identify targeted recommendations & clinicians
- Identify metric to be used
- Education on recommendations & clinical pathways
- Peer-to-peer comparison/ academic detailing
- Clinical decision support & order sets
- Align rewards, financial & non-financial
- Prepare patient – materials in exam room, waiting room
Best Practices on Consumer Engagement

**Consumer-facing interventions:**
- Talk directly to consumers at community events;
- Integrate patient materials throughout the workflow and system including patient portal, waiting rooms, exam rooms, as screensavers and large posters;
- Message through blogs, mailings, web pages, traditional and social media and public service announcements.

**Implementation:**
- Work with partners including having written contracts and/or payment;
- Start with the “low hanging fruit”, such as the five questions and materials surrounding antibiotic overuse;
- Use a community-organizing approach.
Framing the Choosing Wisely Message

- Patients want:
  - Communication with their clinician
  - Participation in making care decisions
  - Access to information
- Focus on safety when justified
- Communicate in plain language
- Use both mass media and individual consumer approaches

Questions to Ask your Doctor:
Several resources with similar messaging, and all easy to use.
How Well Do the Topic-Specific Brochures Work?

Before reading
<16% interested in topics

After reading
• 50% interested in receiving more information
• 66% said they would talk to their doctor about the topic
• 43% changed their mind about a topic

(2013; 2,669 respondents)
Choosing Wisely Materials for Patients in Hospitals & Clinics
“...I noted in the [Choosing Wisely] brochure that colonoscopies are not needed after age 75 ... With that in mind, my dad (who had survived three cancers, did not want to be treated for any additional cancers, and gets severe abdominal pain from the colonoscopy preparation process), called up his doctor and declined the test. In my opinion, he chose wisely.”

—Darla D

“When my condition recently flared up again and my doctor insisted on a CT, I was armed with the [Choosing Wisely] fact sheet ... and I avoided unnecessary radiation risk [of the equivalence to three years of natural background radiation] — and a hefty expense of nearly $1,000.”

—Jean H
Participating in Choosing Wisely help aligns your work with Aim 5 of TCPI to “sustain efficient care delivery by reducing unnecessary testing and procedures.”

- Groups commit to launching projects at their institutions to reduce at least three overused tests or treatments by 20% over a 12-14 month period.
  - Collection of resources and “lessons learned”
  - Individual virtual consultations with ABIM Foundation staff
  - Bi-monthly “check-in” sessions
American College of Physicians
Center for Patient Partnership in Healthcare
ACP History Related to Patient- and Family-Centered Care

- ACP Foundation
  - Philanthropic arm dedicated to patient education, health communication, and literacy
- ACP Ethics Manual
  - Strong promoter of patient-and family-centeredness in care
- ACP - original author of the Joint Principles for the Patient-Centered Medical Home
- ACP Foundation dissolved in 2013 and the Center for Patient Partnership in Healthcare formed in 2013
  - Designed to integrate all work of ACP in patient and family partnership, including ACP Foundation
ACP’s Center for Patient Partnership in Healthcare

- Advised by active, engaged and multidisciplinary committee
  - ACP member physicians
  - Nurses, Pharmacist, Physician assistant
  - Patients and Patient Advocacy Groups
    - National Partnerships for Women and Families
    - Institute for Patient-and Family-Centered Care
  - Consumer Reports
ACP’s Center for Patient Partnership in Healthcare

- **Mission:** to promote mutually beneficial partnerships among clinicians, patients and families that enhance quality, safety and the experience of care.

- **Goals:**
  - Develop high quality accessible information
  - Facilitate partnership and effective communication
  - Foster collaborations with like-minded organizations
  - Facilitate engagement of patients in their own care and improvement of care delivery
  - Develop professional educational programs in partnership with patients, families and clinicians
ACP’s Center for Patient Partnership in Healthcare

Primary Functions

- ACP’s Center for Patient Partnership in Healthcare
- Development of Patient- and Family-Centered Resources
- Supporting Patient and Family Partnership in Care and Improvement
- Educating Professionals about Patient and Family Partnership
ACP Patient and Family-Centered Resources

- Principles for patient education
- Self-Management Guides
  - 7 existing guides - Atrial Fibrillation, Diabetes, Weight Loss, Heart, RA, COPD
  - VERY Popular - over 50,000 disseminated in the last 6 months
  - Over 1.3 million Diabetes Guides in circulation
- Guidebook series won 2017 Institute for Healthcare Advancement’s (IHA) Health Literacy Award for print materials
ACP Patient and Family-Centered Resources

- Patient FACTS (over 50 topics)
- DVDs – Teaching self-management skills
- Nothing goes out without patient stamp of approval
- High value care resources (developed in partnership with Consumer Reports)
  - Where to get care
  - Immunizations
  - Taking control of your health
  - Choosing Wisely
Supporting Patient and Family Partnership in Care

- Development of ACP principles for patient and family partnership
  - Respect and dignity
  - Active partnership
  - Contribute to development and improvement of healthcare systems
  - Participate in education of health professionals
- Ambulatory care practice survey on patient- and family-centeredness in practice
- Shared decision-making program on breast and prostate cancer screening
- Patient involvement in clinical guidelines and performance measurement development
- Advocacy for patient and family voice in key ACP policy issues – MACRA, quality measures, EHRs, retail health clinics
- Costs of care initiative with Consumer Reports
Educating Professionals About Patient and Family Partnership

- Promote patient faculty and co-design in content development for all educational programs, including high value care and physician wellness
- Patient Priority Care (content development and research conference)
  - Going from “What’s the Matter with You” to “What Matters to You”
- Develop patient information and summaries for clinical guidelines, *Annals* articles, high value care recommendations
- Sessions on patient and family engagement with patient faculty at annual meeting since 2013
- Identifying opportunities to engage patients and families at future annual meetings (10 patient advisors participated in IM17)
  - Clinical skills courses on the relational breakthroughs between patients and physicians
Transforming Clinical Practice Initiative

- Engaged with IPFCC, National Partnership for Women and Families, and other patient advisors
- Patient collaboration on content development from the beginning of the process
- Practice Advisor® modules
  - Provided leadership and review for the following modules:
    - Access
    - Care Coordination
    - Collaborative Medication Management
    - Patient and Family Engagement
    - Advance Care Planning
- Participate on PFE Curriculum FlashGroup
- Provide subject matter expertise to Vizient PTN
Outcomes

- 15 sessions with patient faculty at annual meeting
- 100s of patient education resources developed with patients
- Dozens of physician education programs co-designed with patients
- Patients standardly serve on committees
  - Physician wellness
  - QI committees
  - Clinical guidelines
- Award for health literacy
Thank You

- Questions?
- Wendy Nickel
  wnickel@acponline.org
- www.acponline.org/patient_ed
INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

www.ipfcc.org
Patient- and Family-Centered Core Concepts

- People are treated with respect and dignity.
- Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful.
- Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- Collaboration among patients, families, and providers occurs in policy and program development, QI and safety, professional education, and research as well as in the delivery of care.
Shared Principles of Primary Care
Moving the United States toward a vibrant future of person-centered, team-based, and community aligned primary care

- Person & Family Centered
- Continuous
- Comprehensive & Equitable
- Team Based & Collaborative

Shared Principles of Primary Care
- Coordinated & Integrated
- Accessible
- High Value

www.pcpcc.org/about/shared-principles
TCPi’s Visionary View of Patient & Family Engagement

- Inclusion of the patient voice in practice operations.
- Shared decision-making among clinicians & patients.
- Assessment to gauge patient readiness to be “activated” as a partner in their care.
- Use of e-technology to engage patients and families.
- Measurement of patient health literacy.
- Support for medication use.
Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.
“In high-functioning health care teams, patients are members of the team; not simply objects of the team’s attention…”
Many Tools Available . . .

◆ “Partnering with Patients and Families: An Ambulatory Self-Assessment”
◆ “How to Conduct a Walkabout from the Patient and Family Perspective”

www.pcpccc.org/tcpi
Stories . . .

◆ UAMS — Building on a Strong Past to Influence the Future
◆ Improving Self-Management for Patients with Diabetes
◆ Centering on Healing and Wellness
◆ Patient Engagement Drives Quality Care in Rural Alabama
◆ Emory Healthcare: Building on Hospital Experience to Support Advisors in Ambulatory Care
◆ VCU Health: Applying Inpatient Experience to Ambulatory Clinics
◆ Maine Quality Counts: Helping Patients “Choose Wisely”

www.ipfcc.org/bestpractices/primary-care.html
A free online learning community dedicated to partnerships with patients and families to improve and transform care across all settings.

http://pfcc.connect.ipfccc.org/home
June 11-13, 2018
Baltimore Marriott Waterfront
Baltimore, MD
www.ipfcc.org/conference.html

With leadership support from
And program support from

June 10, 2018
Invitational PFA Summit on the Opioid Epidemic
Convened with PFCCpartners
And support from Beaumont
In Conclusion . . .

“Our patients and their families are an abundant source of wisdom as we navigate the stormy seas of healthcare delivery.

To go it alone without their partnership is foolish and unwise. With patients as equal partners in this journey, our work together is more fulfilling, more meaningful, and more likely to help them reach their health goals.”

Joseph Bianco, MD, FAAFP, Director of Primary Care for Essentia, Ely, MN
Questions and Comments

For further information:
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