



A Framework for Patient- and Family-Engagement

Christine Bechtel
Vice President

PCPCC Monthly National Briefing
February 28, 2013



About us



- ▶ **National Partnership for Women & Families**
 - ▶ Non-profit, consumer organization with 40 years' experience working on issues important to women and families
 - ▶ Labor, health care
 - ▶ National and local work
- ▶ **Signature Health Initiative: Campaign for Better Care**
 - ▶ Engage patients and consumers in re-design of our health care delivery and payment system
 - ▶ Particular focus on meeting the needs of high need/high cost populations – older adults, complex chronic conditions
 - ▶ More than 150 national, state, and local organizations



2

Patient- and Family-Engagement



- ▶ Can you describe the concept of “patient- and family-engagement”?
- ▶ Do you think your colleagues would describe it the same way?



3

What is Patient- and Family-Engagement?



- ▶ “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).

4

Levels of Engagement



- ▶ **Direct Care** – patients and families are part of the care team, and their values, experiences, and perspectives are integrated into their direct care.
- ▶ **Organizational Design and Governance** – patients are partners in the design and governance of health care organizations.
 - ▶ Enables integration of patients' and families' values, experiences and perspectives into health care operations
- ▶ **Policy Making** – patients and families collaborate with policy makers and community leaders to solve community and social problems, shape health care policy, and set priorities for the use of resources.

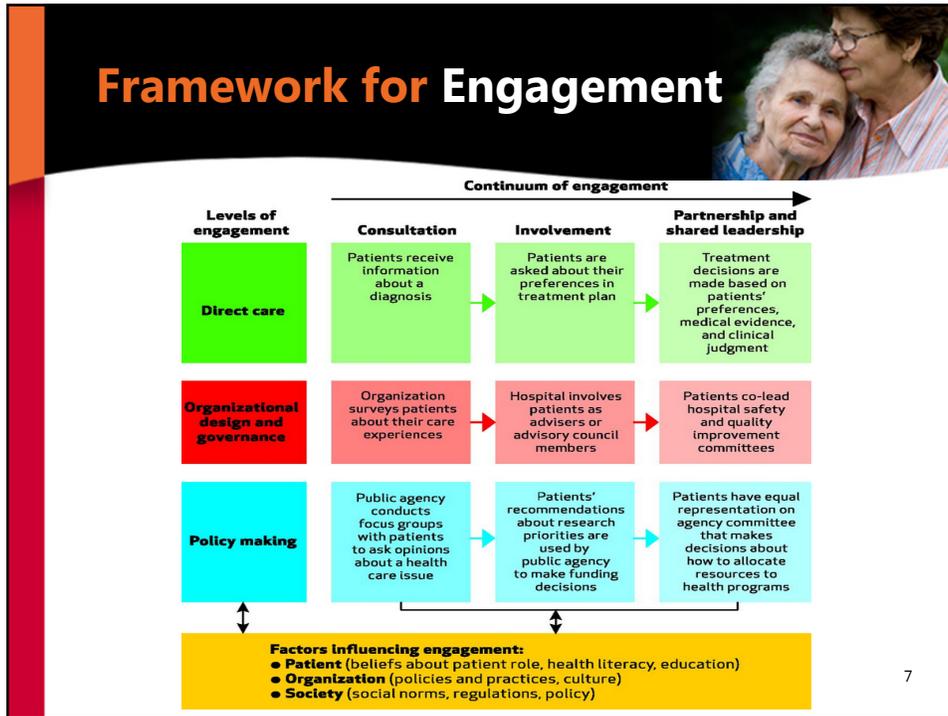
5

Factors Influencing Engagement



- ▶ **The Patient**
 - ▶ Knowledge, attitudes, and beliefs
 - ▶ Experience with health care system
 - ▶ Functional capacity
 - ▶ Self-efficacy – ability to reach goals
 - ▶ Caregiver status
- ▶ **The Organization**
 - ▶ Demonstration that patient's participation and leadership are central to the achievement of improvement goals
 - ▶ Responding positively to patients' efforts (e.g., inviting and welcoming)
 - ▶ Organizational policies or practices (e.g., patient/family participation in QI, training etc)
- ▶ **Society**
 - ▶ Social norms (PCPCC Consumer Center)
 - ▶ Purchasers' regulations (NCQA PCMH criteria, Medical Home Demo requirements, etc.)
 - ▶ National, state, and local policies (HIT Policy Committee)

6



7

For more information

Contact me:

Christine Bechtel
Vice President
(202) 986-2600

Find us:



www.NationalPartnership.org
www.CampaignforBetterCare.org | www.PaidSickDays.org

Also visit: www.ipfcc.org The Institute for Patient and Family Centered care

Follow us:



www.facebook.com/nationalpartnership
www.twitter.com/npwf

8