PATIENT ENGAGEMENT: YOUR MOST IMPORTANT QI INITIATIVE

CHRIS ESPERSEN, MSPH
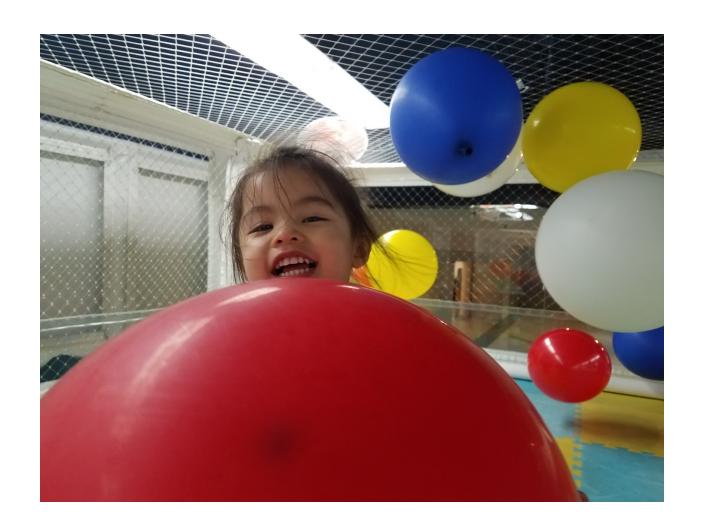
@CHRISESPERSEN

Washington Medical Commission 2018 Conference
Seattle, WA
October 5, 2018

SOCIAL DETERMINANTS OF HEALTH

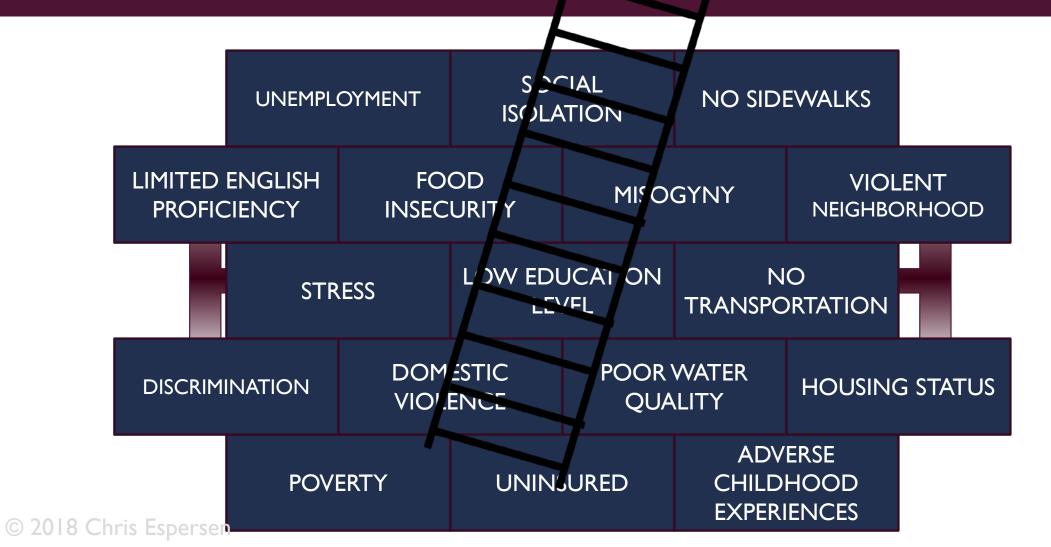UNDERSTANDING AND MEETING PEOPLE WHERE THEY ARE AT

BALLOON EXERCISE

INTERACTION OF SOCIAL DETERMINANTS

UNEMPLOYMENT   SOCIAL ISOLATION   NO SIDEWALKS

LIMITED ENGLISH PROFICIENCY   FOOD INSECURITY   MISOGYNY   VIOLENT NEIGHBORHOOD

STRESS   LOW EDUCATION LEVEL   NO TRANSPORTATION

DISCRIMINATION   DOMESTIC VIOLENCE   POOR WATER QUALITY   HOUSING STATUS

POVERTY   UNINSURED   ADVERSE CHILDHOOD EXPERIENCES

SDH IMPACT

- Infants more likely to have 5 or more routine preventive care visits by age 1 year (78% vs 67%, P , .01) and less likely to have visited the emergency department by age 6 months (37% vs 49.7%, P, .03)

- Intervention youth 70% less likely to be arrested for any offense and 60% less likely to have any criminal involvement when compared to control (youth hospitalized for violent injury)

- Infants more likely to have completed a lead test and developmental screen (both P , .001), and they more likely to have received a full set of well-infant visits by 14 months (42.0% vs 28.7%)

- Savings in urgent care cost (hospital admissions, emergency department visits, and unscheduled clinic visits) during a 2-month period ranged from $57 to $80 per child.

How does addressing SDH fit in with your personal goals or your organization's strategic goals?

WHAT CAN YOU DO IF YOU WANT TO WORK ON SDH

- Systematically identify SDH (tools available)

- Partner with patients and community (tools available)

- Use data at individual, organization, community, and policy level to identify gaps and possible solutions

TECHNOLOGY AND TRADITION

NOT A PANACEA

Subscribe Now |

Home   World   U.S.   Politics   Economy   **Business**   Tech   Markets   Opinion   Life & Arts   Real Estate   WSJ. Magazine

BUSINESS

IBM Has a Watson Dilemma

Big Blue promised its AI platform would be a big step forward in treating cancer. But after pouring billions into the project, the diagnosis is gloomy.

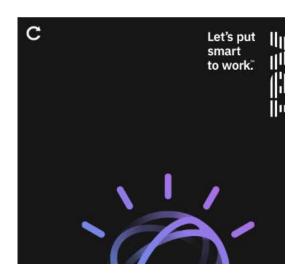By *Daniela Hernandez* and *Ted Greenwald*
Aug. 11, 2018 12:19 a.m. ET

Can Watson cure cancer?

That's what International Business Machines Corp. asked soon after its artificial-intelligence system beat humans at the quiz show "Jeopardy!" in 2011. Watson could read documents quickly and find patterns in data. Could it match patient information with the latest in medical studies to deliver personalized treatment recommendations?

Let's put smart to work.

RETURNING TO OUR ROOTS

- Expanded care team
- Increasing uptake of non-Western medicine
- Telehealth

USE OF REGISTRIES

PERSONALIZING MESSAGE AND METHODS TO CLOSE GAPS

APPOINTMENT

FOR:

DATE: TIME:

LOCATION:

IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, PLEASE
CONTACT US AS SOON AS POSSIBLE.

- "Tough love" / positive reinforcement

- Eye contact

- Family hierarchy / family members

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

New log in security measures
Read our security verification tipsheet for help logging in or for other questions about our security features.

MyUnityPoint Username

Password

SIGN IN

Forgot Username?   Forgot Password?

New User?

SIGN UP NOW

REQUEST PROXY ACCESS

SECURITY VERIFICATION
TIPSHEET

Need help logging in?
Call MyUnityPoint Support:
(877) 224-4430
8 am - 5 pm CST, Mon - Fri

MEASUREMENT TECHNIQUES

Input ("How are you doing")

- Patient complaints

- Staff suggestions

- Your Board

- Secret shopper (calls or visits)

- Waiting room interviews

Measurement (PHQ-9)

- Patient experience

- Patient outcomes

- Patient preferences

- Staff satisfaction

- Stratification (patients, teams, SDH, etc)

- Reports that show if your outreach is working!!

MEASUREMENT

- Electronic patient engagement
  - E.g., patient portal uptake
- Health literacy
  - E.g., staff trained in teach-back
- Patient Activation Measures
- Medication Adherence instruments
- Self-rated health (5 point scale) & health confidence
- PCORI
- Homegrown or local payor measures

AHRQ'S PATIENT ENGAGEMENT STRATEGIES

- Teach Back

- Be Prepared To Be Engaged

- Medication Management

- Warm Handoff

The Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families

Prepared for:
Agency for Healthcare Research and Quality
5600 Fishers Lane
Rockville, MD 20857
www.ahrq.gov

The Guide was developed for the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services. Led by the MedStar Health Research Institute, the project team included Project Patient Care, the MedStar Institute for Quality and Safety, the Clinical Directors Network, Consumers Advancing Patient Safety, the Iowa Healthcare Collaborative, the Prince George's County Department of Health, and Telligen Quality Innovation Network-Quality Improvement Organization.

April 2018

AHRQ
Agency for Healthcare
Research and Quality

EXPERTS AND HUMAN BEINGS

WHAT CAN YOU DO IF YOU WANT TO REFINE PATIENT ENGAGEMENT METHODS

- Train ALL staff on MI and TeachBack

- Prioritize data and documentation efforts (tools available)

- Target disparities with holistic, patient-centered and patient generated solutions

How is your organization using technology or relationships to effectively engage patients?

LEVELS OF PATIENT ENGAGEMENT

TIME TO "LEVEL UP"

WELCOMING AND ACCESSIBLE ENVIRONMENT

- Patient perspective

- Opportunities for feedback

- Peer reviews → peer shadowing

- Patients complaints

"MIKE"

- Further disparities
- Alternate techniques

PATIENT EXPERIENCE

PATIENT EMPOWERMENT

UPON RECOMMENDATION OF THE FACULTY

CONFERS UPON

[Student Name]

DIPLOMA

for successful completion of the Nurse Care Management program with High Honors
Congratulations on your outstanding achievements and future accomplishments

Presented on the _____ day of _____, 20__

_____   _____
Nurse Care Manager   Clinic Director

What are **THREE** actions you will prioritize, and which **ONE** will you do by Tuesday?

"I've learned that people will forget what you said,

people will forget what you did,

but people will never forget how you made them feel."

THANK YOU!

Chris Espersen

espersenc@gmail.com

 https://www.linkedin.com/in/chrisespersen

 @ChrisEspersen