

**Improving Health and Reducing Costs:**

# **Learning from Patients and Families**

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## UN launches global campaign to curb death toll from non-communicable diseases



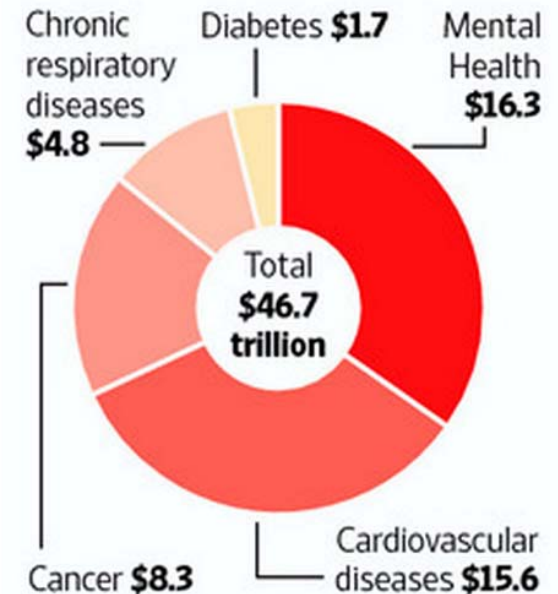
Secretary-General Ban Ki-moon addresses high-level meeting on the prevention and control of non-communicable diseases

19 September 2011 – The United Nations today launched an all-out attack on non-communicable diseases (NCDs) such as cancer and diabetes with a summit meeting devoted to curbing the factors, like tobacco and alcohol use, behind the often preventable scourge that causes 63 per cent of all deaths.

United Nations: [www.un.org/apps/news/story.asp?NewsID=39600&Cr=non+communicable+diseases&Cr1=](http://www.un.org/apps/news/story.asp?NewsID=39600&Cr=non+communicable+diseases&Cr1=)

## Looming Burden

Projected lost economic output caused by noncommunicable diseases, 2011-2030, in trillions

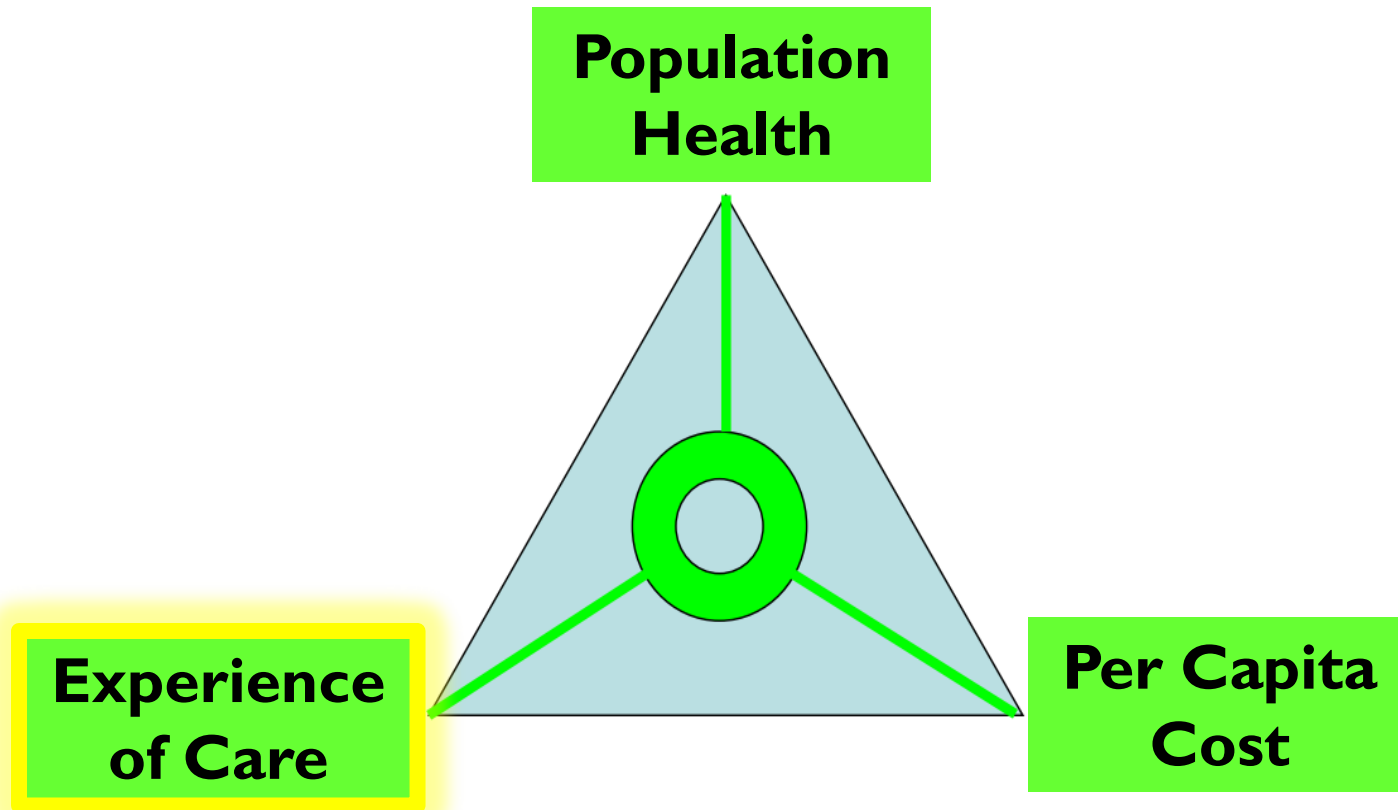


Note: 2010 dollars. Sources: Harvard School of Public Health; World Economic Forum

Wall Street Journal:  
<http://online.wsj.com/article/SB10001424053111904491704576577562635778254.html>

# Triple Aim

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# Patient Experience: Reflective of Patient-Centered Care

## » Institute of Medicine

- Care that is respectful of and responsive to individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions.

## » Planetree

- An approach to the planning, delivery and evaluation of care grounded in mutually beneficial partnerships among providers, patients and families. It redefines relationships in health care.

## » Don Berwick

- The experience (to the extent the informed, individual patient desires it) of transparency, individualization, recognition, respect, dignity, and choice in all matters, without exception, related to one's person, circumstances, and relationships in health care.

# Patient-Centered: Definitions

## » **Consumers & consumer organizations:**

1. Whole person care
2. Coordination and communication
3. Patient support and empowerment
4. Ready access

# Consumer Roles: Empowered by an HIT Enabled Medical Home

- » Agents of Change
- » Informed Decision Makers
- » Sources of Verification and Contextual Information
- » Integrators of Health into Daily Lives

**Source: *Consumer Platform for eHealth, 2011.***

[www.nationalpartnership.org/hit](http://www.nationalpartnership.org/hit)

# The Goal for Patient Engagement

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*People are in charge of their health and their health care, and they are empowered to extend their health knowledge into every aspect of their lives.*

*Providers are consultants to patients. With their expert knowledge, they advise patients to make appropriate decisions for their health care, and they provide care to the extent necessary.*

*People obtain the care they need when they need it in the most efficient and cost-effective manner possible and are themselves their primary caregivers.*

# The Patient Experience: The Goal and Steps Along the Way to Patient Engagement

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**People in  
Charge of  
their Health**

**Partnering with  
the Patient**

**Shared Decision Making**

**Informed Choice**

**Patient Satisfaction**



## Improving Health and Reducing Costs:

# Learning from Patients and Families

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The goal for patient experience is for patients to be agents of change, informed decision-makers, sources of verification and context, integrators of health into their daily lives, and their own primary caregivers. What steps can you take to empower patients and providers?

### Readiness

*What is your current level of patient engagement?*

### Opportunities

*What opportunities do you see for patient engagement in your setting, short-term and long-term?*

### First Steps

*Who do you need to engage in your patient experience efforts? What first action steps can you take in your setting?*



# Resources

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- ▶ Agency for Healthcare Research and Quality, Questions are the Answer: <http://www.ahrq.gov/questions/>
- ▶ Consumer Platform for eHealth, 2011. [www.nationalpartnership.org/hit](http://www.nationalpartnership.org/hit)
- ▶ Hibbard, Judith H.; Stockard, Jean; Mahoney, Eldon R.; and Tusler, Martin. "Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers, Health Services Research," 39(4 Pt 1), August 2004.
- ▶ Mayo Clinic, Shared Decision-Making: <http://dev.shareddecisions.mayoclinic.org/>
- ▶ Society for Participatory Medicine: <http://participatorymedicine.org/>
- ▶ Vancouver Coastal Health, Community Engagement Framework: [www.vch.ca/ce](http://www.vch.ca/ce)



# Acknowledgements

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