



# Let's Talk Patient and Family Engagement

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IHS Coordinator:

Deborah Winbush, DNP, FNP-C  
Nurse Consultant – Quality Coordinator  
IHS Office of Quality/Improving Patient Care (IPC)

Presenters:

Roger Chaufournier CEO CSI Solutions  
Kathy Reims MD, FAAFP, CMO, CSI Solutions  
Knitasha V. Washington, DHA, FACHE, ATW Health Solutions

# Intro Faculty



Kathy Reims, CSI LLC

[KReims@spreadinnovation.com](mailto:KReims@spreadinnovation.com)



Roger Chaufournier, CSI LLC

[Rchaufournier@spreadinnovation.com](mailto:Rchaufournier@spreadinnovation.com)



Knitasha Washington

[kwashington@atwhealth.com](mailto:kwashington@atwhealth.com)



# Today's Learning Objectives

After this session, participants will be able to:

- Understand how patient and family engagement, PFE, is an essential to good outcomes
- Identify strategies that can be used to increase patients' engagement in care settings
- Understand and use tools that assess patient engagement

# What is Patient and Family Engagement?





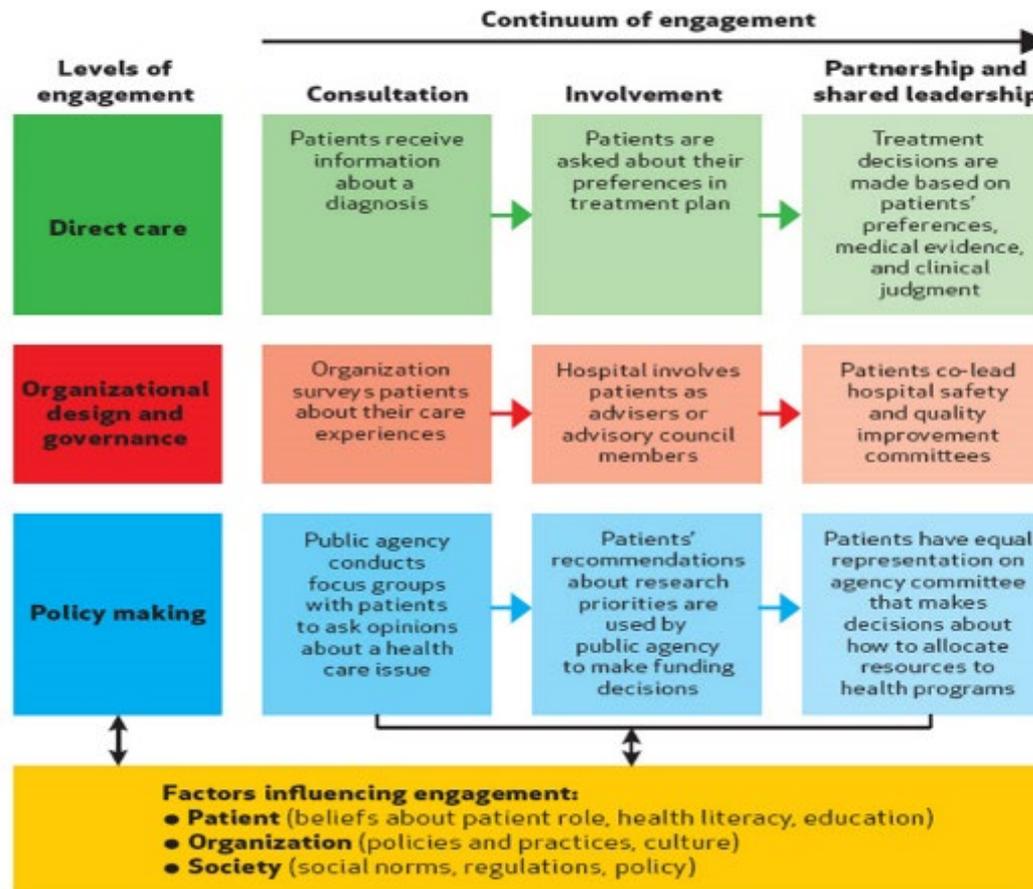
## CMS' Definition of Person & Family Engagement

“Patients and families are partners in defining, designing, participating in and assessing the care practices and systems that serve them to assure they are respectful of a responsive to individual preferences, needs and values. This collaborative engagement allows the individual’s values to guide all clinical decisions and drives genuine transformation in attitudes, behaviors and practice

# American Institutes for Research PFE Framework

## EXHIBIT 1

### A Multidimensional Framework for Patient and Family Engagement in Health and Health Care



The full framework is outlined in Carman, et al., "Patient and Family Engagement: A Framework for Understanding the Elements and Developing Policies and Interventions," *Health Affairs*, Vol. 32, No.2 (February 2013)

# What Does PFE Look Like in a Practice?



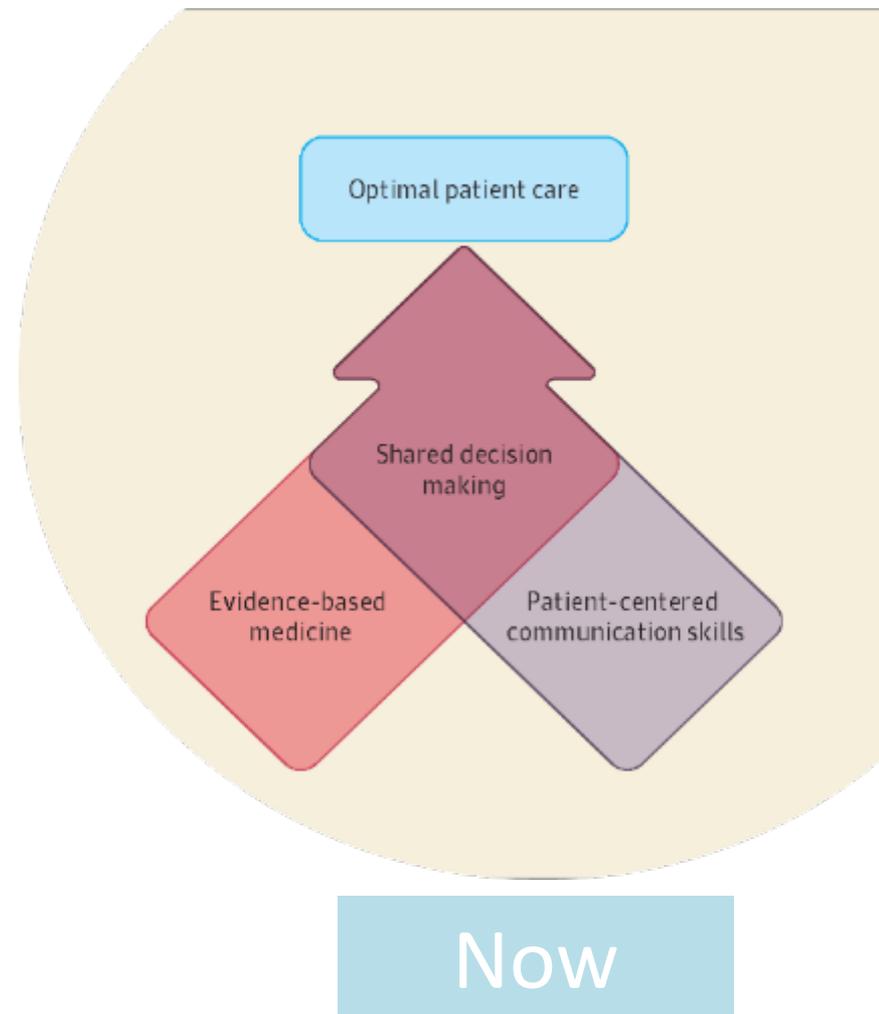
## Old Way

Well-trained clinicians

Evidence-based care

Chronic disease was a smaller proportion of patients

Patients followed advice or were “non-compliant” or “nonadherent”



## FROM THE EDITOR-IN-CHIEF

HEALTH AFFAIRS &gt; VOL. 32, NO. 2: NEW ERA OF PATIENT ENGAGEMENT

## Rx For The 'Blockbuster Drug' Of Patient Engagement

Susan Dentzer

PUBLISHED: FEBRUARY 2013  Free Access<https://doi.org/10.1377/hlthaff.2013.0037>
 SECTIONS  VIEW ARTICLE  PERMISSIONS
 SHARE TOOLS

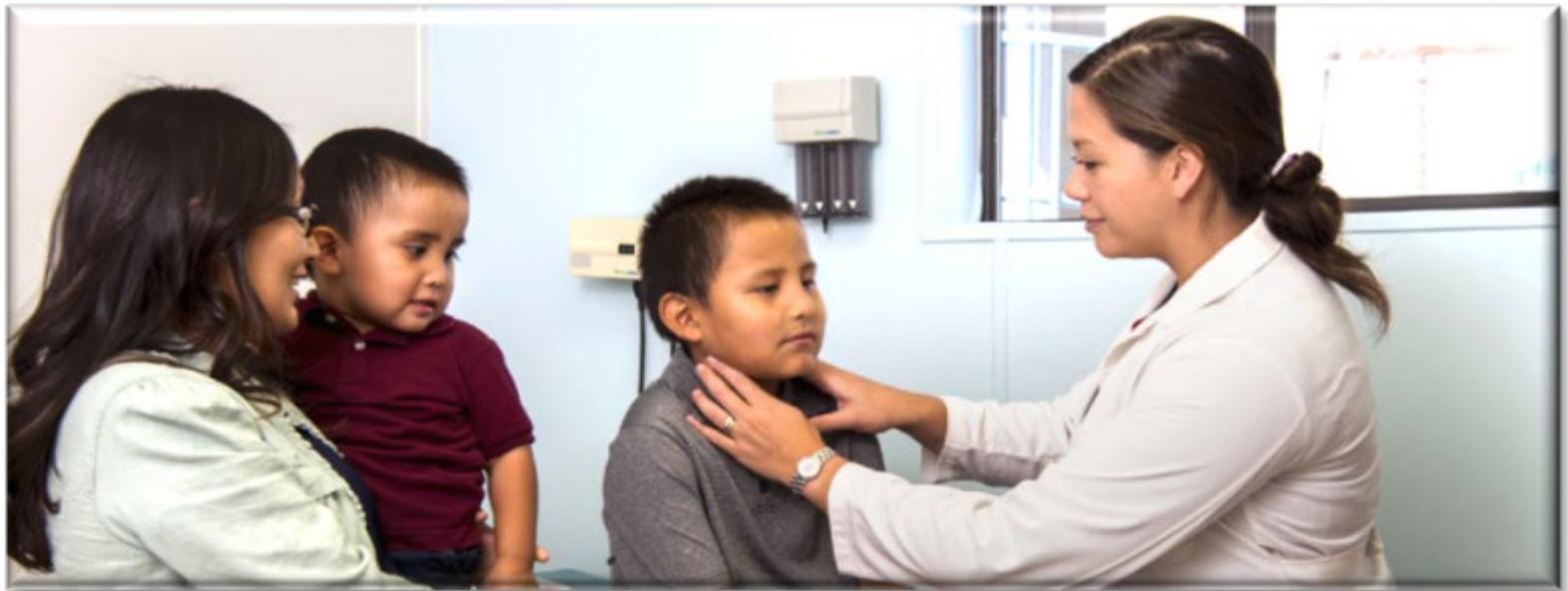
## TOPICS

PATIENT ENGAGEMENT | OUTCOMES RESEARCH | SHARED DECISION MAKING

Even in an age of hype, calling something “the blockbuster drug of the century” grabs our attention. In this case, the “drug” is actually a concept—patient activation and engagement—that should have formed the heart of health care all along.

How will patient engagement help my practice?

# Tools for PFE Change





## Patient-Centered Communication

- Nothing about me without me
- What Matters to You? (Not what's the matter with you)
- Expectation of co-creation of shared care plan

Evidence of improved clinical outcomes, improved joy in work, improved patient experience, lower cost and utilization

# Tools

- Nonverbal and verbal clues

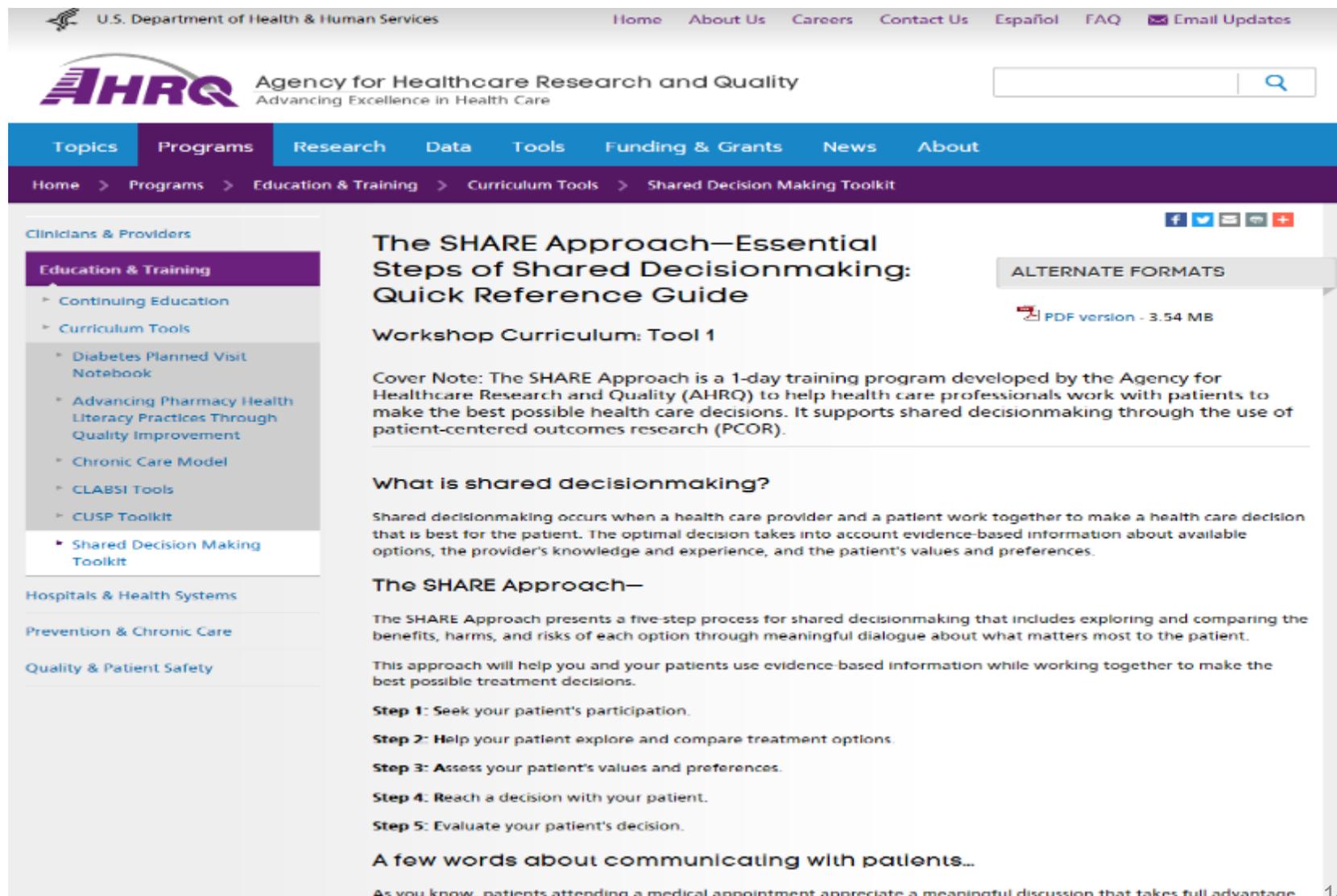


# Motivational Interviewing

- Co-create an agenda
- Elicit values and preferences
- Frame changes from the lens of what is important
- Support change process over time
- Support “change talk”



# Shared Decision Making



U.S. Department of Health & Human Services

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Clinicians & Providers

**Education & Training**

- Continuing Education
- Curriculum Tools
  - Diabetes Planned Visit Notebook
  - Advancing Pharmacy Health Literacy Practices Through Quality Improvement
  - Chronic Care Model
  - CLABSI Tools
  - CUSP Toolkit
  - Shared Decision Making Toolkit**

Hospitals & Health Systems

Prevention & Chronic Care

Quality & Patient Safety

**The SHARE Approach—Essential Steps of Shared Decisionmaking: Quick Reference Guide**

Workshop Curriculum: Tool 1

ALTERNATE FORMATS

PDF version - 3.54 MB

Cover Note: The SHARE Approach is a 1-day training program developed by the Agency for Healthcare Research and Quality (AHRQ) to help health care professionals work with patients to make the best possible health care decisions. It supports shared decisionmaking through the use of patient-centered outcomes research (PCOR).

**What is shared decisionmaking?**

Shared decisionmaking occurs when a health care provider and a patient work together to make a health care decision that is best for the patient. The optimal decision takes into account evidence-based information about available options, the provider's knowledge and experience, and the patient's values and preferences.

**The SHARE Approach—**

The SHARE Approach presents a five-step process for shared decisionmaking that includes exploring and comparing the benefits, harms, and risks of each option through meaningful dialogue about what matters most to the patient. This approach will help you and your patients use evidence-based information while working together to make the best possible treatment decisions.

**Step 1:** Seek your patient's participation.

**Step 2:** Help your patient explore and compare treatment options.

**Step 3:** Assess your patient's values and preferences.

**Step 4:** Reach a decision with your patient.

**Step 5:** Evaluate your patient's decision.

**A few words about communicating with patients...**

As you know, patients attending a medical appointment appreciate a meaningful discussion that takes full advantage

# Patient and Family Engagement Advisory Committees



# University of Chicago Heart & Vascular Center Patient & Family Partnership Council





## Traditional Ways to Engage Patients

- Leadership and Story Telling
- Patient and Family Advisory Council
- Feedback Loop for New Ideas and Innovation
- Clinical Quality and Safety Committees  
(Readmissions, Hand Hygiene, etc.)
- Simulation Training
- Coaching

# Access and Measure PFE



# Levels of Engagement



# Wasson – How's Your Health

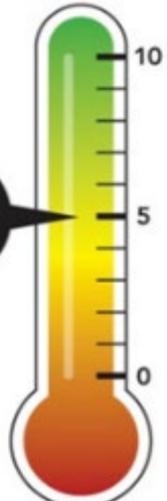
[www.howsyourhealth.org](http://www.howsyourhealth.org)

- Front desk
- iPad kiosk check in
- MA
- Nurse
- Physician or provider
- Community Health worker
- Health coach

**Whenever You Think About  
Your Health and Health Care  
Ask Yourself These Questions**

## Health confidence

How confident are you  
that you can control  
and manage most of  
your health problems?



If your rating  
is less than "7,"  
what would it  
take to increase  
your score?



# IHS Survey Slide

## IHS Patient Experience of Care Survey

FCIM APPROVED  
OMB No.: 0917-0036  
Exp. Date: 1/31/2022

Thank you for voluntarily participating in the Indian Health Service Patient Experience of Care Survey.

From your perspective as a patient, we ask you to answer questions that will help our Quality Improvement Team understand how we can improve our service to you and others who come to our clinic.

The survey takes only a few minutes. Please select the answer that best describes your experience with the care you received today. We welcome your comments and suggestions about how we can provide better care.

Your responses and participation are kept confidential and will not be connected to you. If you have questions or need assistance, just ask — our staff is ready to help you.

1. An appointment was available when I needed it.

- Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

Please comment:

2. When I arrived for my visit, I did not have to wait too long to be seen by my provider.

- Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

Please comment:

3. The clinic staff was courteous.

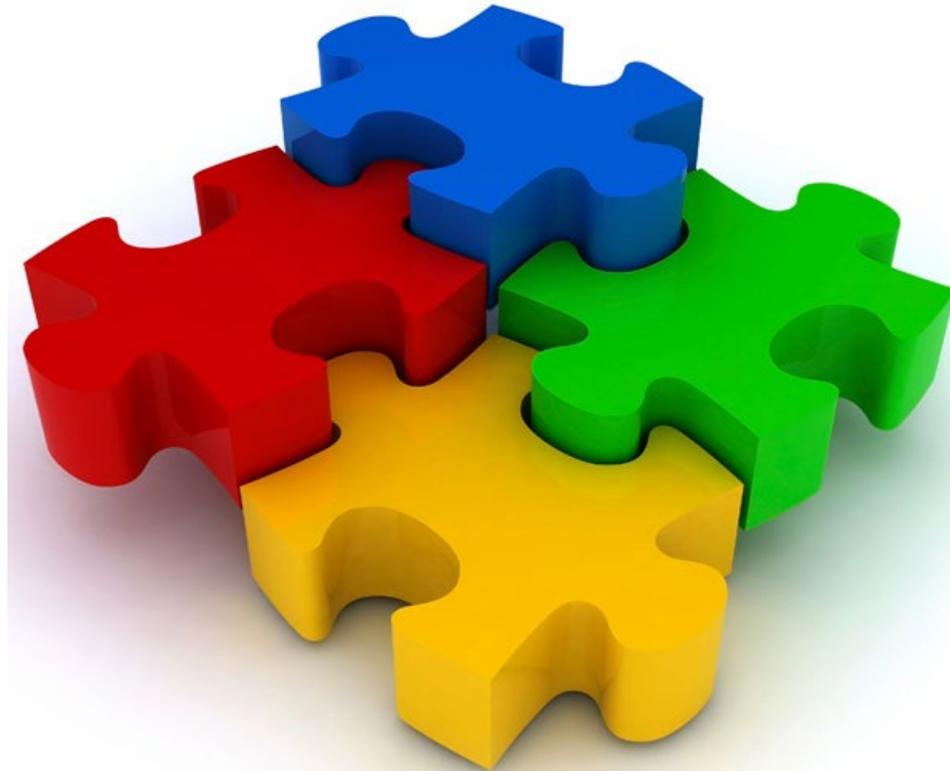
- Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

4. I have trust in the clinic staff.

- Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree



# Transformation with PFE



# What is your Current Rung of Engagement?

## LADDER OF ENGAGEMENT

- Inform: we communicate with our patients to let them know about our practice
- Consult: we listen to our patient's concerns and suggestions
- Involve: we consider patient's concerns and suggestions when we make decisions about our practice
- Collaborate: we value patient input and include it systematically when we make decisions about our practice

Adapted from IAP2



# Healthcare Research & Education Trust (HRET) Person and Family Engagement Framework

## Framework for Engaging Health Care Users



Source: AHA COR, 2013.

# Results: Outcomes Measures

## Quantitative Analysis

Outcome Measures	Hospital Count	Lowest Performers	Middle Performers	Highest Performers
Falls*	79	+0.09	-0.24	-0.40
Readmissions*	69	+0.23	0.00	-0.21
SSI Hip and Knee**	59	+0.25	-0.15	+0.09
Sepsis**	90	+0.12	+0.30	+0.11
Iatrogenic Delirium**	75	+0.01	+0.19	+0.30
Ventilator-Associated Events**	67	+0.17	+0.43	-0.04

\*Study Variables \*\*Control Variables

A negative correlation indicates that the higher the PFE implementation, the lower the outcomes measure (rate of adverse or harmful events).

# PFE Transformation Story with Renza Scibilia



[Click here to watch a patient centered approach to treating diabetes.](#)

# What's on Your Mind?

Please chat in!

We've been talking today about what patient engagement is, what it looks like in a practice setting and tools to measure it.

- What questions do you have around PFE?
- What examples can you share from your own experience?



# References

## **PFE Framework**

<https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2012.1133?siteid=healthaff&keytype=ref&ijkey=l1hLSyryzxDmY>

## **Roadmap for Engaging Patients**

<https://www.air.org/project/roadmap-guides-patient-and-family-engagement-healthcare>

<http://www.hret-hiin.org/Resources/pfe/16/FINALPFEStratVisionRoadmap.pdf>

## **PFE Roadmap Equity Addendum**

<https://www.haponline.org/Portals/0/docs/Downloads/HEN/PFE-Equity-Addendum-Summary-Mar2017.pdf?ver=2>

[https://www.ohiohospitals.org/OHA/media/Images/Patient%20Safety%20and%20Quality/Documents/PFE/OHADiversePFACs-508\\_110917.pdf](https://www.ohiohospitals.org/OHA/media/Images/Patient%20Safety%20and%20Quality/Documents/PFE/OHADiversePFACs-508_110917.pdf)

## **Tools and Resources**

<https://www.pcpcc.org/tcpi/improving-metrics>

# Thank you!

This concludes the Let's Talk Patient and Family Engagement Webinar.

To access webinars log onto the Quality Portal:

1. Choose Resources in the left-hand navigation
2. Select Training as the category
3. Click on the search button

The screenshot shows the Quality Portal interface. The breadcrumb trail at the top reads: [IHS Home](#) / [Improving Patient Care \(IPC\)](#) / [Quality Portal](#) / Resources. The left-hand navigation menu includes: Quality Portal, My Account, Resources (highlighted with a red circle '1'), Member Directory, Events, and Community Exchange. The main content area is titled 'Resources' and contains the text: 'In the Resources section of the site, you can search for documents, audio and video or submit policy and best practice information to share and browse the most recently updated resources.' Below this is a search form with the following elements: a 'Search' header, a 'Title/Description:' text input field, a 'Category:' dropdown menu with 'Training' selected (highlighted with a red circle '2'), and a 'Type:' section with four radio button options: Audio, Document, Video, and Website URL. At the bottom of the search form is a blue 'Search' button (highlighted with a red circle '3').