



Assessing the impact of patient and family initiatives: the evidence

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Susan B. Frampton, PhD

President, Planetree International www.planetree.org (203)732.1365

What we know about engaging patients and the impact on health outcomes

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- Higher levels of patient activation were associated with 9 out of 13 better health outcomes—including better clinical indicators, more healthy behaviors, and greater use of preventive screening tests—as well as with lower costs two years later.*
- Emerging evidence indicates that customized interventions that support an individual's activation level can effectively increase patient activation, and improve health outcomes.**
- Practices associated with greater patient activation and engagement by ACOs included leadership commitment, goal-setting supported by adequate resources, extensive provider training, use of interdisciplinary care teams, and frequent monitoring and reporting on progress.***

*Greene, J. Hibbard, J. et al. When Patient Activation Levels Change, Health Outcomes And Costs Change, Too. Health Aff March 2015 vol. 34 no. 3431-437.

**Hibbard, J. and Green, J. What The Evidence Shows About Patient Activation, Hlth Aff Feb 2013 vol. 32 no. 2 207-214

***Shortell et al. Early Assessment of ACOs' Efforts to Engage Patients and Their Families. Med Care Res Rev October 2015 vol. 72 no. 5 580-604



What we know about the impact on outcomes of engaging patients in Shared Decision Making

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- Providing shared decision making-based health coaching for patients with conditions that frequently require major treatment decisions reduces the overall costs of care, hospitalizations and surgeries significantly.
- Patients who received enhanced support had 5.3% lower overall medical costs than patients who received the usual level of support.
- Patients receiving enhanced support had 12.5% fewer hospital admissions than the usual support group, and 9.9% fewer preference-sensitive surgeries, including 20.9% fewer preference-sensitive heart surgeries.

GAP: How to most effectively address obstacles to engagement/SDM, including provider resistance, low health literacy, diversity and other patient-specific variables; how to match patients' goals to PROs.

Veroff, David, Amy Marr, and David E. Wennberg, "[Enhanced Support for Shared Decision Making Reduced Costs of Care for Patients with Preference-Sensitive Conditions](#)," *Health Affairs* 32, no. 2 (2013): 285-93.



What we know about the impact of engaging patients in safety and quality improvement efforts

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- Patient and family engagement in design and implementation of an in-patient falls reduction initiative improved patient outcomes, including a 37% reduction in falls in 12 months.*
- Patient engagement in designing hospital sleep protocols that included access to sleep aids such as white noise machines, ear plugs and eye masks improved sleep quality ratings by 35%.**
- CMS Partnership for Patients' engagement strategies (including PFACs, representation on hospital boards, involvement in shift change, and pre-admission planning) may have contributed to a reduction in all-cause 30 day readmission rates from 19 to 17.5 % between 2011-14***

GAP: Dearth of large-scale studies of patient engagement in quality improvement initiatives

* Stone, S. Patient Falls Reduction Initiative. Sharp Healthcare, Annual Nursing Report, 2011.

**Hankinson, T. Development of a sleep menu and the impact on sleep quality. VA NJ 2013.

***CMS Office of Information Products and Data Analytics -May 2014; Medicare & Medicaid Research Review 2013: Vol 3, No 2 *Centers for Medicare & Medicaid Services, Office of Information Products & Data Analytics*



What we know about the impact of human interactions on engagement and outcomes

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- Trusting, empathic relationships between clinicians and patients have increased patient engagement and improved health outcomes including diabetes management, flu recovery times, and reductions in major medical errors.*
- Clinician empathy skills can be enhanced through training focused on self-reflection, self-compassion and behavior modification. **
- Compassion practices, a measure of the extent to which a hospital rewards compassionate acts and compassionately supports its employees, is significantly and positively associated with patients' ratings of the hospital and likelihood of recommending.***

*Rakel and Barrett et al in *Patient Education and Counseling* 2011. Hojat et al in *Academic Medicine* 2011 . Haslam in *Medical Journal of Australia* 2007.

**Riess H, Marci CD. The Neurobiology and Physiology of the Patient –Doctor Relationship: Measuring Empathy. *Medical Encounter* 2007; 21(3):38-41. Riess H, Herman, JB. Teaching the teachers: A model course for psychotherapy supervisors.*Academic Psychiatry* 2008; 32:259-264.

***McClelland, L. and Vogus, T. Compassion Practices and HCAHPS: Does Rewarding and Supporting Workplace Compassion Influence Patient Perceptions? *Health Services Research* [Volume 49, Issue 5](#), pages 1670–1683, October 2014



What we know about the impact of engagement of the patient's family

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- Family presence is reported to improve medical decision making, patient care, communication with patients' family members, and to reduce patient falls.*
- Engagement of hospitalized patient's family in care activities and care coordination –a 'Care Partner' program- improved patient outcomes, including better pain management, improved sleep, increased health literacy and a more effective transition to home.**
- Family presence in the ICU decreases psychological stress of patients and family members.***
- Family presence increases in ICUs designed to accommodate family members.****

GAP: Impact of family care-giving at home on quality, cost

* Meyers TA, et al. Family presence during invasive procedures . Am J Nurs. 2000;100(2):32-42. Jabre P, et al. Family presence during cardiopulmonary resuscitation. N Engl J Med. 2013;368(11):1008-1018. American Geriatrics Society. (2001). Guideline for the prevention of falls in older persons. Journal of the American Geriatrics Society, 49, 664–672

**Stone, S. Annual Nursing Report, Sharp Memorial Hospital, 2014.

***Berwick, D. and Kotagal, M. *JAMA*. 2004;292(6):736-737. doi:10.1001/jama.292.6.736. L

****Lim, L. and Zimring, C. Healthcare Design of the Future, ARCH 4833/ARCH 6271/ID 6271/BMED 8813 HF, 2015



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What we know about the impact of virtual engagement platforms

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- E-mail use by physicians with their patients was associated with an improvement of 2.0–6.5 percentage points in performance on HEDIS measures such as glycemic (HbA1c), cholesterol, and blood pressure screening and control.*
- An online self-management (SM) program combined with exercise for older overweight women with knee OA resulted in activation to SM scores significantly higher in all participants. **
- Utilization of a variety of mobile apps and devices for home health monitoring by 135 patients with multiple chronic conditions resulted in decreases in admissions, shorter hospital stays, and 27% lower costs of care for those enrolled. ***

GAP: While meaningful use has increased adoption of portals by providers, they are still underused. 64% of Americans do not currently use online patient portals, 35% did not know a portal was available and 31% said their physician had never spoken to them about portals. ****

*Zhou, Y. et al. Improved Quality At Kaiser Permanente Through E-Mail . Health Aff July 2010 vol. 29 no. 71370-1375

**Kawi et al. Activation to Self-Management and Exercise in Overweight Women Clin Nurs Res Dec 2015 vol. 24no. 6 644-..

***Kitsiou, S., Paré G., Jaana M. “Systematic Reviews and Meta-Analyses of Home Telemonitoring Interventions for Patients with Chronic Diseases”, Journal of Medical Internet Research, 2013, 15(7):e150,

****Kerry, T. Patient portals: Essential, but underused. Medical Economics, April 2014. “64 % of patients do not use

portals” HIT Consultant Media 2015

