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# building better healthcare for low-income Californians: results on shared decision making

Presenter:

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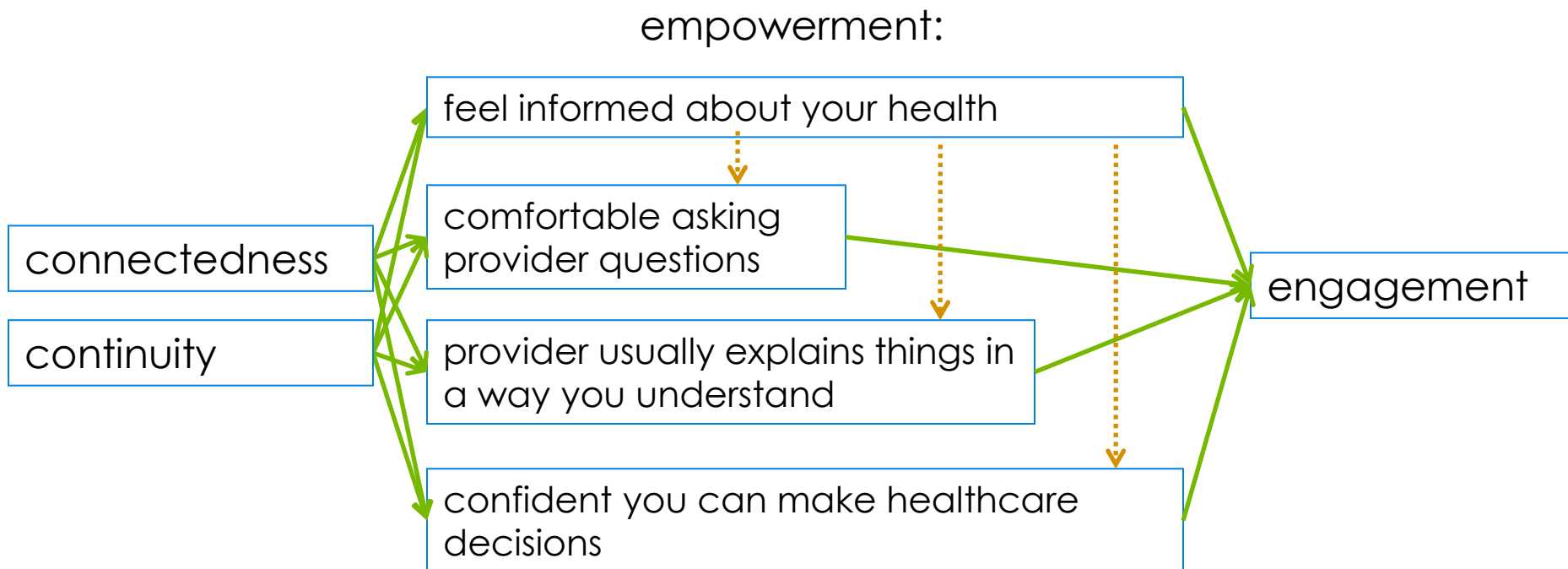
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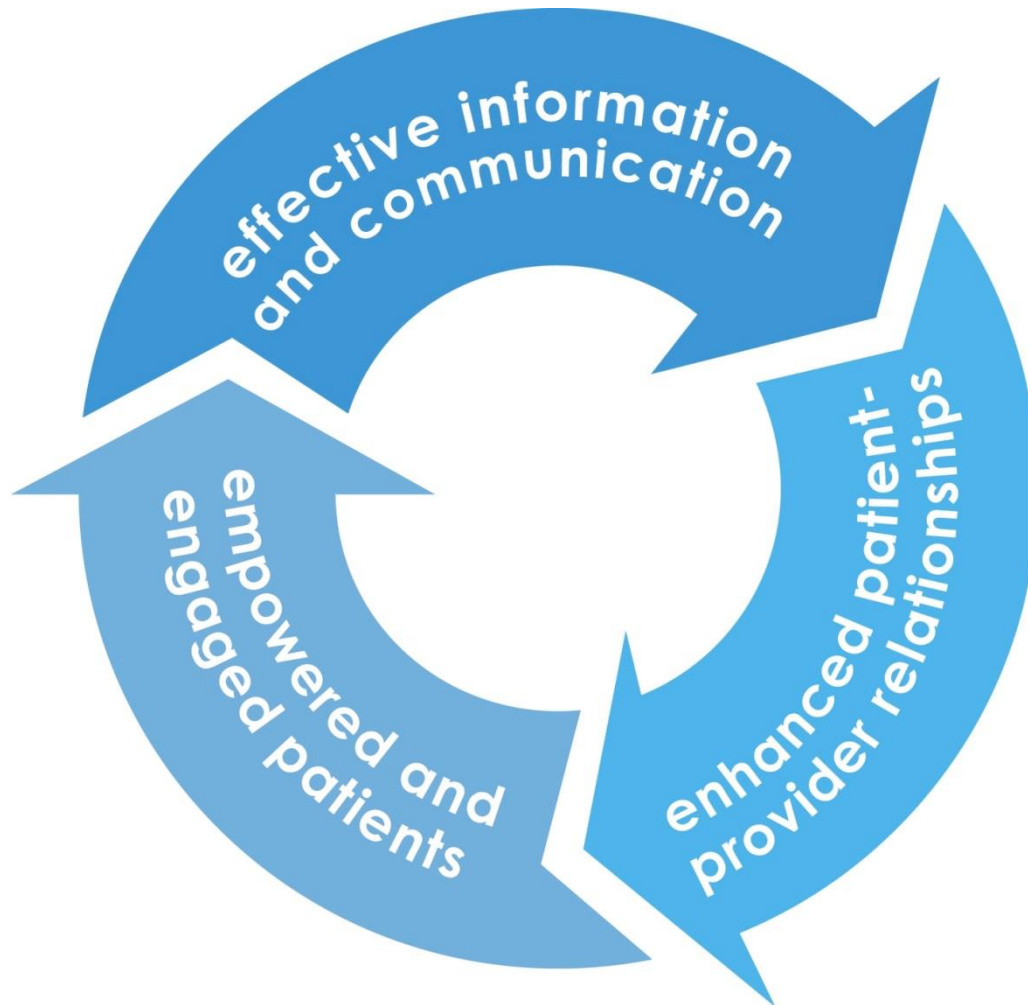
# a model of patient engagement

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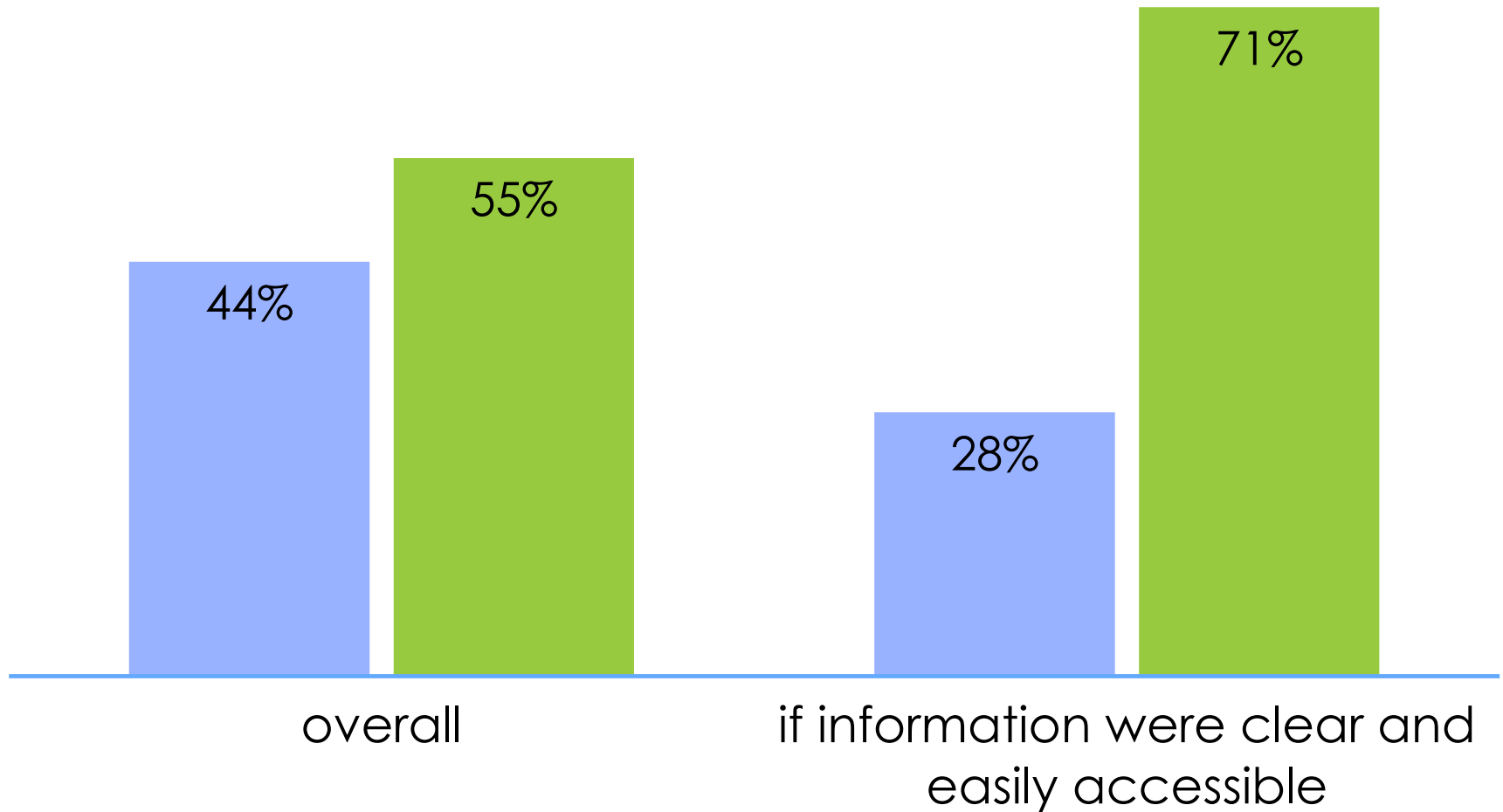
# information is essential

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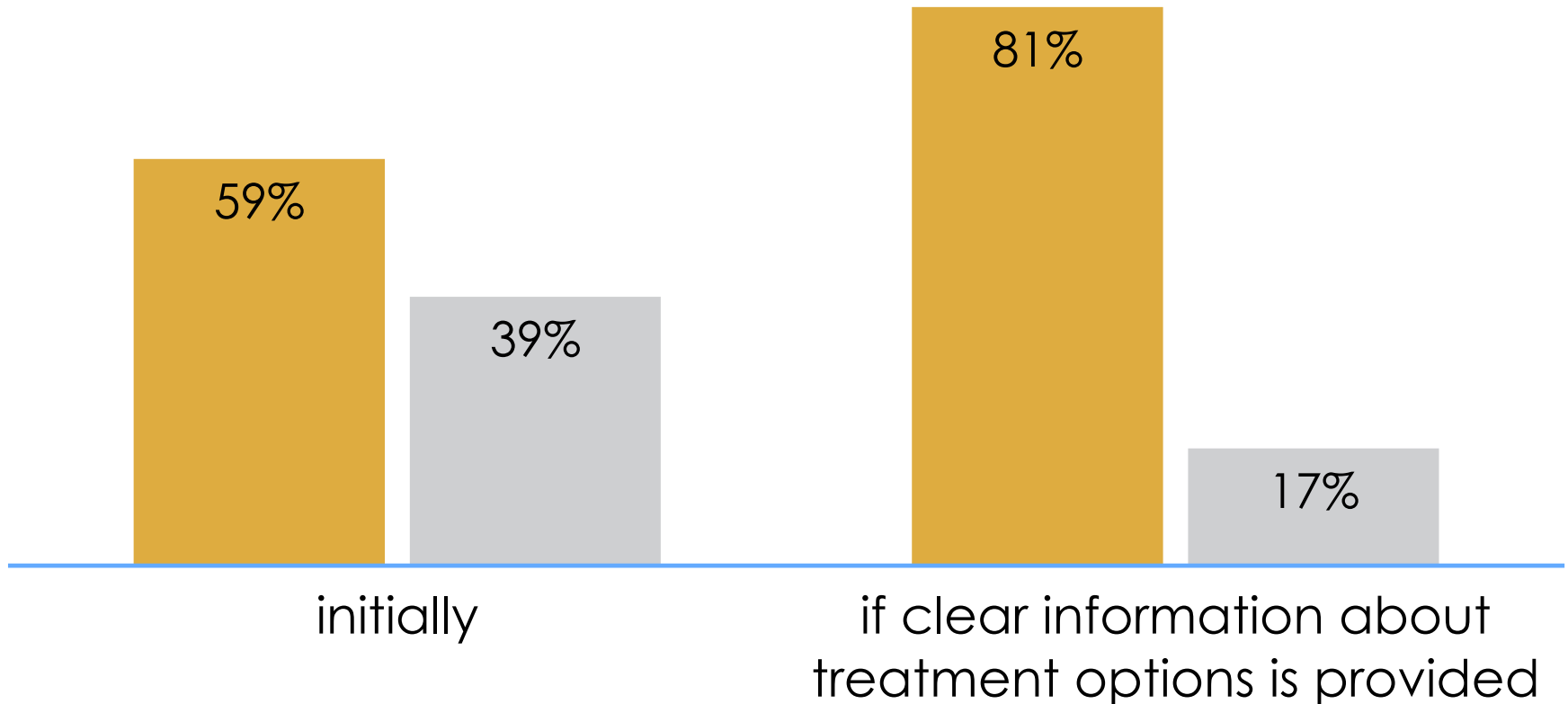
# desire for clear, accessible information

■ have all you need ■ would like more



# healthcare decision making

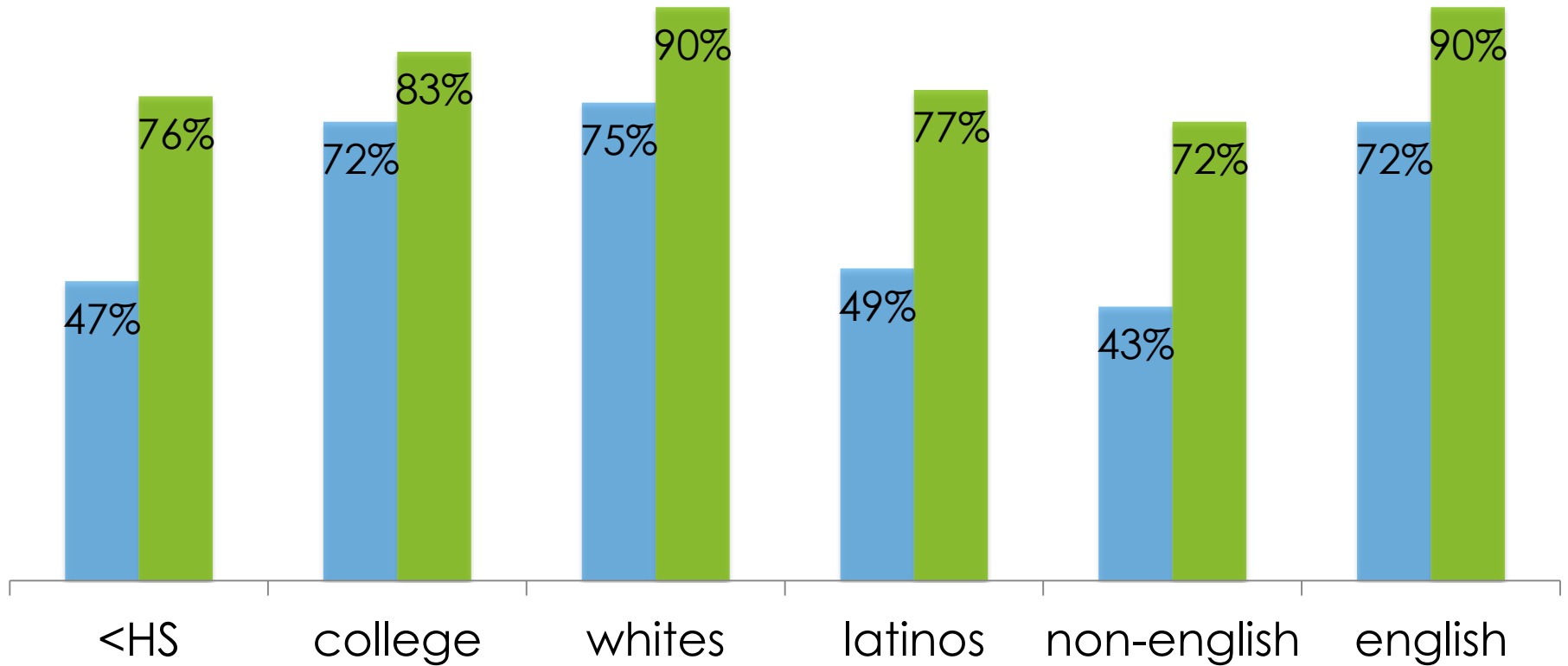
- % who want an equal say in care decisions
- % who prefer to leave decisions to their care provider



# preference for an equal say

information attenuates group differences

■ initially   ■ when clear info is provided



# patient-provider relationships

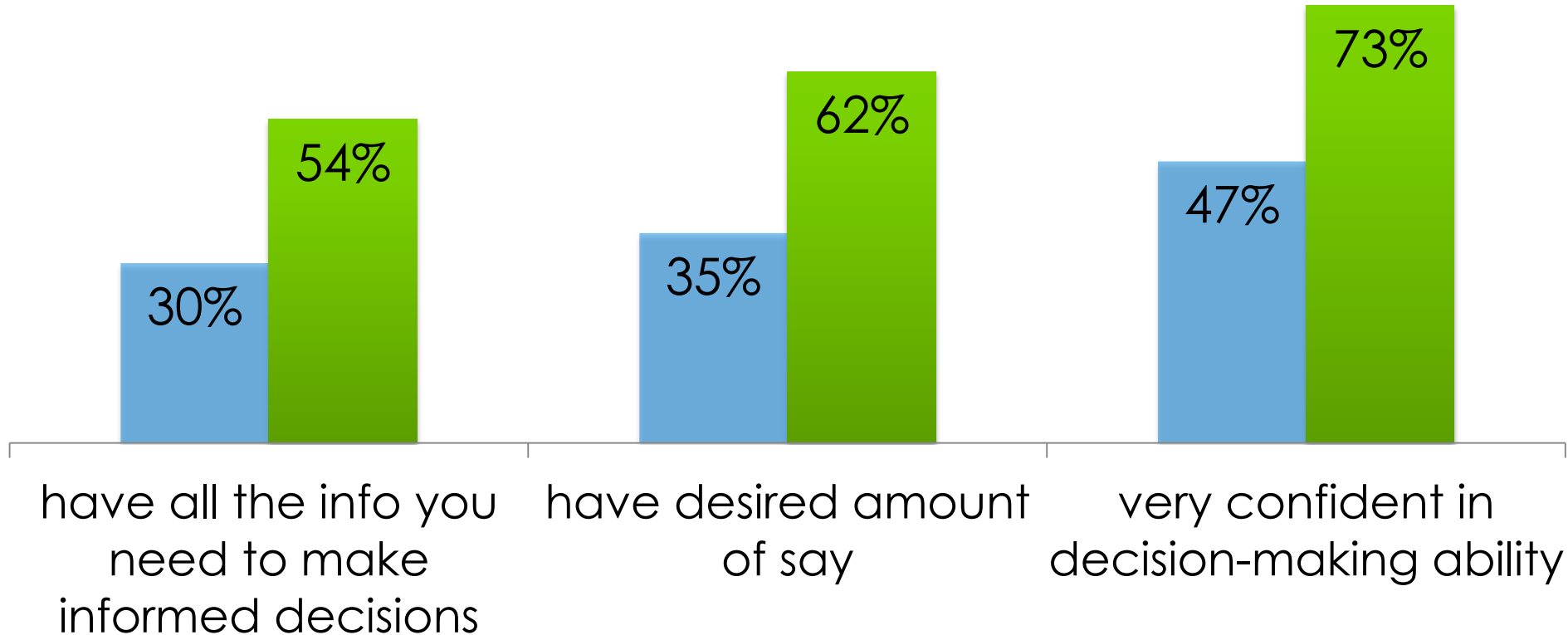
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- while information is a necessary component of shared decision making, communication between patients and providers is critical
- virtually every key outcome is predicted by the quality of patient-provider relationships: satisfaction with care, trust in medical professionals, confidence, empowerment and engagement

- **top predictors of positive patient-provider relationships:**
  - **feeling informed about one's health**
  - **having care providers who encourage an active role**
  - **having as much of a say in health decisions as desired**
  - **connectedness**
  - **using alternative care strategies and tools**

# features of patient-provider relationships

patient-provider relationship:  
■ weak ■ strong





## forthcoming: addressing the income gap

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feel you have a great deal of say in decisions about your care:

low-income Californians: 37%

higher income Californians: 50%

however: the gap among income groups in patients' perceptions of the amount of say they have in their care is highly attenuated by positive patient-provider relationships

# forthcoming: major decision making

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among low-income Californians who've made a major medical decision in the past year, 75% say they wanted to be "very involved" in the decision

- 57% percent say they were

of 9 basic decision-support activities tested, low-income Californians who've made a major medical decision say their caregivers initiated an average of 4.9

these supports powerfully impact engagement & satisfaction

	decision supports: <5	5+
very involved in the decision	38%	75%
very satisfied with the process	41%	76%

# conclusions

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- expressed desire for concierge care signifies patients' deeper need for connectedness and continuity
- these plus information and communication are key components of patient empowerment and engagement
- positive patient-provider relationships are the mechanism through which the critical outcomes of patient centeredness are achieved
- strong patient-provider relationships can be achieved outside the traditional model, via:
  - alternative approaches such as team-based care and healthcare navigators
  - use of health information and communication technology – patient portals, internet resources, e-mail and text communications
  - accessible, understandable information and communication from trusted sources
  - encouragement of patient engagement and self-efficacy



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# Thank you!

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