

Patient Engagement and Clinician Well-Being

Establishing Clinician Well-Being as a National Priority, Public Meeting #6

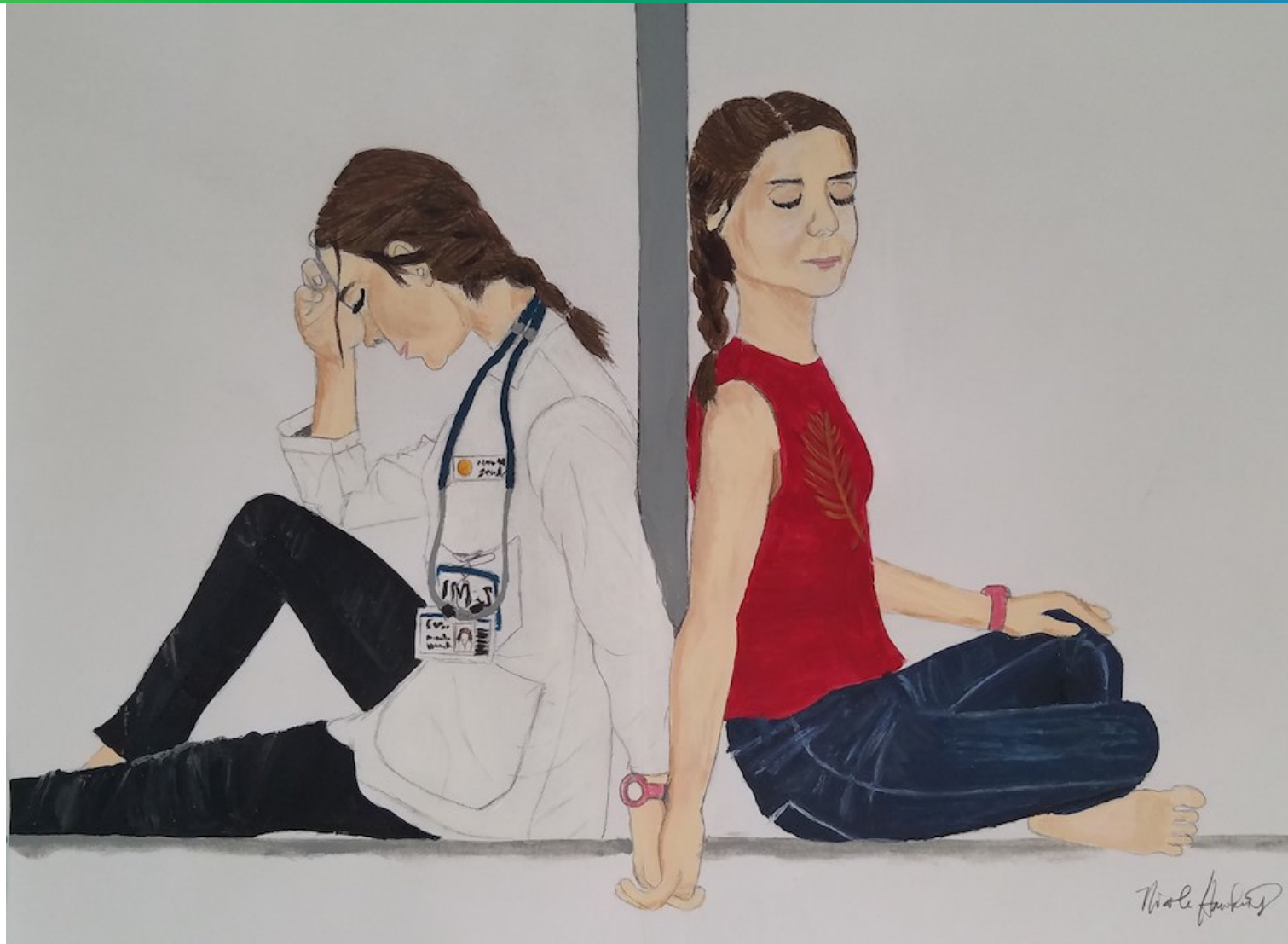
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Lisa Stewart, Senior Engagement Officer



Expressions of Clinician Well-Being





What is Engagement?

In Patient-Centered Outcomes Research

- Active and meaningful involvement of patients and other stakeholders throughout the research process (research focus, design, data collection, analysis, D&I)
 - Patients are partners, not just “subjects” (research participants)
 - Principles: Reciprocal relationships, Co-learning, Partnership, Transparency, Honesty, Trust



Common Ground: Patient-Centered Care and Patient-Centered Research



Experienced as similar “burdens”

- Patient-centered care (Patient involvement)
 - Provider, experiences: Increased administrative burden, Less meaningful time with patients, Lost agency, Where do we find patient champions?
- Patient-centered research (Patient engagement):
 - Researcher, perceptual challenges: Takes too much time, It’s too hard, Where do we find patient partners, How do we do it?
 - Researcher, benefits:
 - Research is more relevant
 - Changes mindset about research
 - Structuring engagement into future research

Common Ground: Clinicians and Patients

- Shared values and aims
 - Patient safety
 - Patient satisfaction
- Person-centered care – meeting the needs of healthcare professionals; compassion for all
- Overlapping priorities (e.g., care coordination, health literacy, adequately deployed workforce)



Mutual Benefit (case example): Patient-Reported Outcomes

“Making Patients and Doctors Happier – The Potential of Patient-Reported Outcomes” (NEJM Catalyst Innovations in Care Delivery, 2017)

- Based on data collected by Partners HealthCare and 25 qualitative interviews with physician and non-physician providers
- Initially collecting PRO information seen as a burden, taking more time and representing an added step in busy workflows
- Perception shifted as comfort with PROs increased to a belief that it was good for clinical care but also may enhanced physician satisfaction
 - ✓ Improved relationships, facilitated conversations
 - ✓ Better understanding patients’ symptoms
 - ✓ Enhanced shared decision-making
 - ✓ Electronic screening tools can increase efficiency and save time when used regularly

Patients Advocating for Clinicians



Planetree International:

Creating positive work environments, Reducing Stigma and eliminating barriers for obtaining support

- Partners with organizations to help create person-centered health care organizations and positive workplace environments; creating a culture of quality, compassion and partnership
- Care for the Caregiver Program
- Person-Centered Care Certification Program
- Tools developed: Burnout Risk Assessment checklist for providers; Quality Burnout Assessment tool for organizations

Patients Advocating for Clinicians



Patient & Family Centered Care Partners:

Creating positive work environments, Creating positive learning environments

- Committed to building a community of health care providers, administrators and patients/families in partnership to improve quality, safety and experience
- Asked PFAs for input, How can patient advisors positively impact physician burnout?
 - 27 unique responses; themes - provider appreciation and recognition, patient-provider communication, provider wellness initiatives

PCORI: Improving Health Systems Portfolio

Focus:

- Comparing system-level approaches to improving access
- Supporting patient self-care, innovative use of technology, care coordination and effective deployment of workforce



Study: Impact of burnout on patient-centered care



Engagement:

- Research team included 9 clinicians, 3 administrative staff, 4 patients; Co-investigators representing each group
- Three sites – patient and clinicians representing each location

Contributions:

- Stakeholders refined research question; study relevance
- Study planning
- Recruitment and retention
- Co-facilitated focus groups
- Data interpretation

Considerations for Patient Engagement

- Involve patients/consumers throughout the process
- Multi-dimensional input
 - Project-level
 - Systems level
- Prepare stakeholders for engagement
 - Set expectations and goals together around the process of engagement
 - Plan key activities
 - Awareness of power imbalances
 - Plan for disagreement
- Provide feedback on the impact of contributions
- Engagement coordination



Contact Information

Lisa Stewart, Senior Engagement Officer

 202-370-9450

 lstewart@pcori.org

 www.pcori.org

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