

# Beyond Projects & Programs: 5 Steps to Patient-Centered Culture Change

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**We've updated our website!**

[www.pcpcc.org/tcpi](http://www.pcpcc.org/tcpi)



# Welcome & Acknowledgements



**Sara Guastello**

Director of Knowledge Management  
Planetree International  
[sguastello@planetree.org](mailto:sguastello@planetree.org)



**Susan Brown, MPH, CPHIMS**

Family Caregiver  
Founder, Let's Soar Together  
Health IT Director, Telligen  
[sbrown@telligen.com](mailto:sbrown@telligen.com)

# The Browns from Waukee, Iowa





“There is nothing more powerful than an idea whose time has come.”

-Victor Hugo

The Will: An idea whose **time has come**

# TCPi |



# The Way: TCPI Change Package

TCPI AIMS/Goals	Primary Drivers	Secondary Drivers
<p>(1) Support more than 140,000 clinicians in their practice transformation work.</p> <p>(2) Build the evidence based on practice transformation so that effective solutions can be scaled.</p> <p>(3) Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients.</p> <p>(4) Reduce unnecessary hospitalizations for 5 million patients.</p> <p>(5) Sustain efficient care delivery by reducing unnecessary testing and procedures.</p>	<p><b>Patient and Family-Centered Care Design</b></p>	<p>1.1 Patient &amp; family engagement</p> <p>1.2 Team-based relationships</p> <p>1.3 Population management</p> <p>1.4 Practice as a community partner</p> <p>1.5 Coordinated care delivery</p> <p>1.6 Organized, evidence based care</p> <p>1.7 Enhanced Access</p>
<p>(6) Generate \$1 to \$4 billion in and commercial payers.</p> <p>completing the program to participate in Alternative Payment Models</p>	<p><b>Continuous, Data-Driven Quality Improvement</b></p>	<p>2.1 Engaged and committed leadership</p> <p>2.2 Quality improvement strategy supporting a culture of quality and safety</p> <p>2.3 Transparent measurement and monitoring</p> <p>2.4 Optimal use of HIT</p>
<p>Sustainable Operations</p>	<p>Sustainable Operations</p>	<p>3.1 Strategic use of practice revenue</p> <p>3.2 Staff vitality and joy in work</p> <p>3.3 Patient and family engagement</p> <p>3.4 Efficiency of operation</p>

“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 and 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.**” CMS Definition of PFE

# *Genuine transformation in attitudes, behaviors and practice = Practice Culture*



- Cohesion
- Common ground
- Shared sense of purpose





# 5 Steps to Patient Centered Culture Change

## Theory

- 1) Ask patients
- 2) Empower the care team
- 3) Engage family caregivers
- 4) Activate Patients
- 5) Redesign your practice

## Practice

Patient/family interviews, Focus groups, Patient & family advisory councils

Participatory quality improvement; Care for the caregiver; HR practices

Family Presence; Care partners; Tools for family caregivers

Teach back; Collaborative agenda and goal setting; Shared decision making

Team-based care; Bite-sized PCC education, Environmental considerations



# 1. Ask Patients

- 1) Patient interviews
- 2) Focus groups
- 3) Patient **PARTNERSHIP** Councils



## TCPI Drivers:

- 1.1.2. Listen to patient and family voice
- 3.1.2. Use patient as customer feedback



# The Patient Perspective: What Matters Most

“I felt that I was involved in decision-making...It was a conversation with him. **He had his opinion, and I felt that he was listening to my opinion.**”

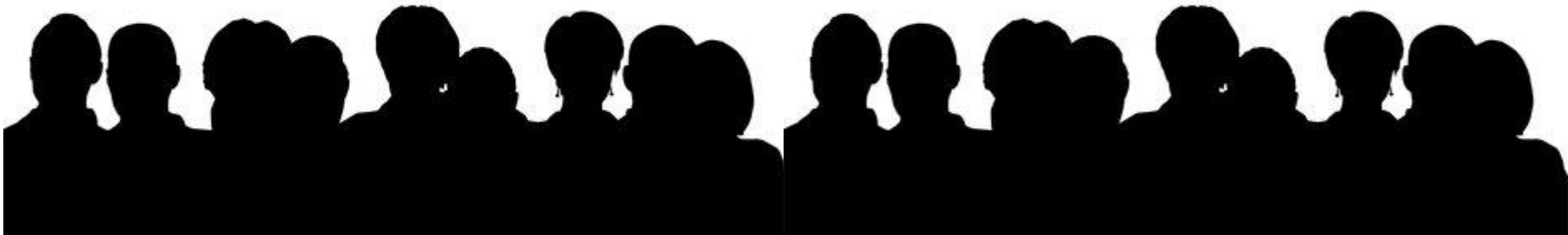
“The doctor understands. He **listens** to the ‘sidelights’ of your life.”

“He **manages my care to the kind of person I am.**”

“He **respects me as a person** who can think things through on my own...”

“I really trust the doctor. He genuinely cares about my well-being beyond my health. **I don’t feel as if I am just another patient.**”

“Some people stare at the computer and never look at the patient. My doctor **pays attention to you.**”



## 2. Empower the care team

- 1) Participatory quality improvement
- 2) Care for the Caregiver
- 3) HR Practices

### TCPI Drivers:

2.2.3. Empower Staff

3.2. Workforce Vitality and Joy in Work



# 3. Engage family caregivers

When patients are accompanied into outpatient visits they have **better information recall** and are **more satisfied** with their medical encounter

Wolff JL, Roter DL. Family presence in routine medical visits: A meta-analytical review. Soc Sci Med.2011;72(6):823–831



- 1) Family Presence
- 2) Care Partner Programs
- 3) Tools for family caregivers

## TCPI Drivers:

1.1.3. Collaborate with patients and families



# 4. Activate patients

## TCPI Drivers:

1.1.1. Respect values and preferences

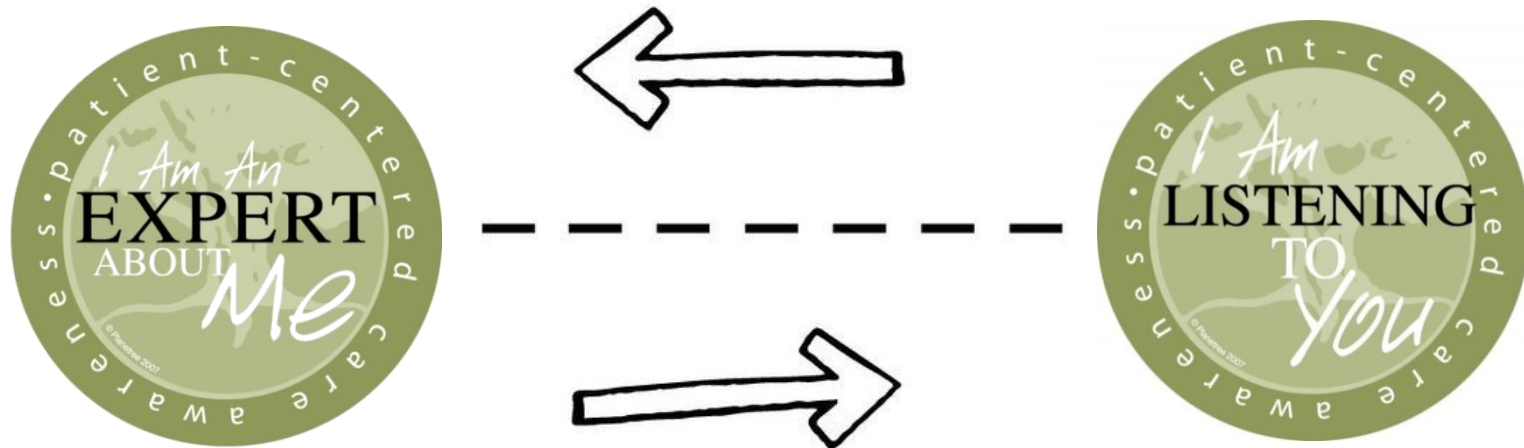
1.1.3. Collaborate with patients and families

1.1.4. Be aware of language and culture

1) Teach back

2) Collaborative agenda and goal setting

3) Shared decision making



# 5. Design your practice around the patient

- 1) Team-based care
- 2) Bite-sized education to keep PCC front and center
- 3) Create an environment that promotes engagement

## TCPI Drivers:

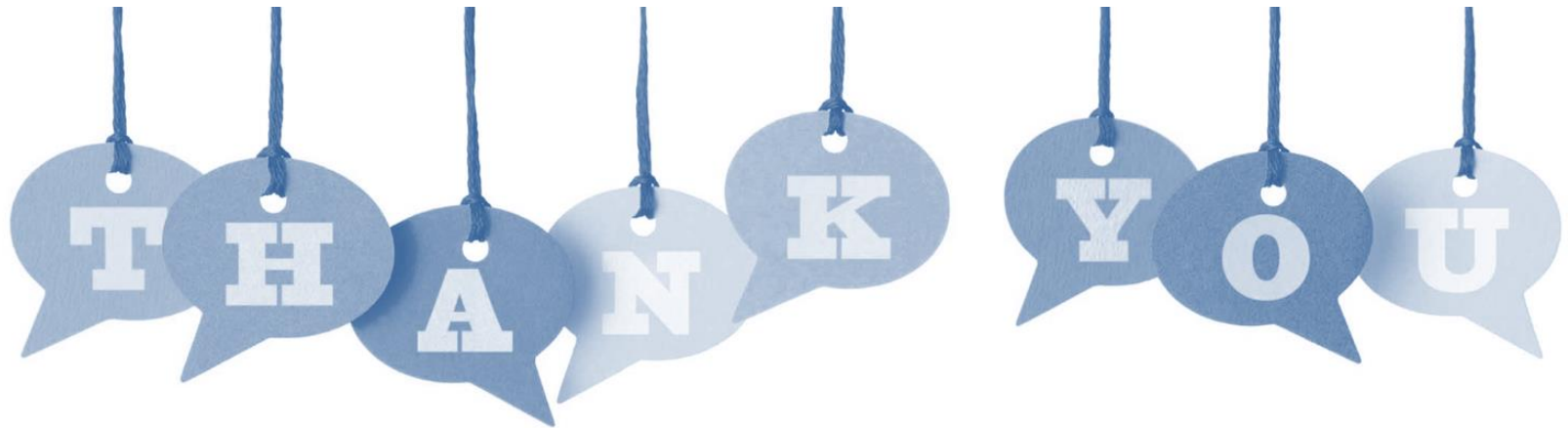
- 1.2.1 Enhance teams
- 1.7.3. Create patient-centered spaces
- 3.4.1. Streamline work
- 1.4. Practice as a community partner



Question?







Susan Brown  
Health IT Director, Telligen  
(515) 440-8215  
[sbrown@telligen.com](mailto:sbrown@telligen.com)

Sara Guastello  
Director of Knowledge Management, Planetree  
(203) 732-7171  
[sguastello@planetree.org](mailto:sguastello@planetree.org)



# We Want To Hear From You!

Liza Greenberg, SAN Director  
[liza@pcpcc.net](mailto:liza@pcpcc.net)

Jacinta Smith, Program Manager  
[Jacinta@pcpcc.net](mailto:Jacinta@pcpcc.net)

