

Transforming Clinical Practice by Supporting Patient and Family Decision Making



www.facebook.com/pcpcc



www.twitter.com/pcpcc

March 27, 2018

Patient-Centered
Primary Care
COLLABORATIVE

Welcome & Announcements

- Welcome – [Ann Greiner](#), President & CEO, PCPCC
- PCPCC Executive Members **Only**:
 - “Conversation with the Experts” with today’s webinar presenters
 - April 12, 2018
 - **Registration:** Visit the Events Calendar on the PCPCC Website to register and learn more, www.pcpcc.org/calendar
- Upcoming Webinar – April 30, 2018 at 3:00pm EST
 - **Topic:** Integrating Primary Care into the Community
 - **Registration:** Visit the Events Calendar on the PCPCC Website
- Interested in PCPCC Executive Membership?
 - Email Allison Gross (agross@pcpcc.org) or visit: www.pcpcc.org/executive-membership

Panelists



Ann Greiner

President & CEO
PCPCC



Jacinta Smith

SAN, Program Manager
PCPCC



Beverley Johnson

President & CEO
IPFCC



Daniel Wolfson

Executive Vice President & COO
ABIM Foundation



Wendy K. Nickel

Director
Centers for Quality and Patient
Partnership in Healthcare
American College of Physicians

TCPI Aims

- 1 Support more than 140,000 clinicians in their practice transformation work
- 2 Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients
- 3 Reduce unnecessary hospitalizations for 5 million patients
- 4 Generate \$1 to \$4 billion in savings to the federal government and commercial payers
- 5 Sustain efficient care delivery by reducing unnecessary testing and procedures
- 6 Transition 75% of practices completing the program to participate in Alternative Payment Models
- 7 Build the evidence base on practice transformation so that effective solutions can be scaled



Helping Clinicians Improve Care: PCPCC's Role in the Transforming Clinical Practice Initiative

- The PCPCC joins 40 national and regional collaborative healthcare transformation networks and supporting organizations in this work
- 1 of 10 Support and Alignment Networks (SAN) and the only organization focused solely on patient , caregiver, and community engagement
- Goal: Support practice improvement teams through our diverse network to foster partnerships with patients, family caregivers and community-based organizations to achieve common goals of improved care, better health, and reduced costs.



Training & Technical Assistance



Virtual and on-site PFE training to patients, clinicians, and health care teams participating in quality improvement activities.



Free & open access to our PFE Resource Library. Watch, download, and listen to resources that highlight PFE best practices and implementation strategies.



Sharing exemplar models of PFE in action and connecting patient advocates with networks actively engaged in effective partnerships.

PCPCC SAN Partners



Contact Us!



Merilyn Francis, BSN, MPP
SAN Program Director
mfrancis@pcpcc.org



Jacinta Smith, MPH
SAN Program Manager
jsmith@pcpcc.org



THE CHOOSING WISELY[®] CAMPAIGN

Transforming Clinical Practice by Supporting Patient
and Family Decision Making

March 27, 2018



Daniel Wolfson, MHSA
Executive Vice President and COO
ABIM Foundation

The *Choosing Wisely*[®] Campaign

Choosing Wisely is an initiative of the ABIM Foundation to help clinicians and patients engage in **conversations** about the overuse of tests and procedures and to support physician efforts to help patients make **smart, effective choices**.



Engagement and Partnership





Stimulating Innovation and Implementation

The Robert Wood Johnson Foundation has provided two rounds of funding to advance *Choosing Wisely*, including a current grant of \$4.2 million to support seven initiatives focused on reducing utilization of unnecessary tests and treatments – including a 20% reduction of inappropriate prescribing of antibiotics.



#choosingwisely

- Greater Detroit Area Health Council
- Integrated Healthcare Association
- Maine Quality Counts
- North Carolina Healthcare Quality Alliance
- University of California, Los Angeles
- Washington Health Alliance
- Wisconsin Collaborative for Healthcare Quality


Robert Wood Johnson
Foundation



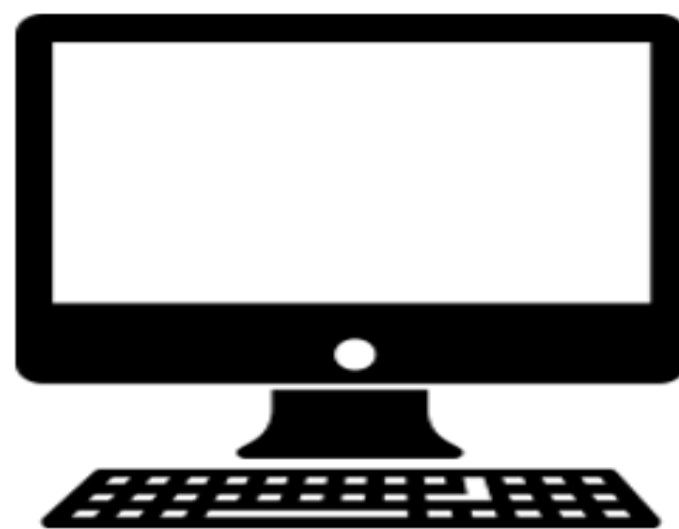
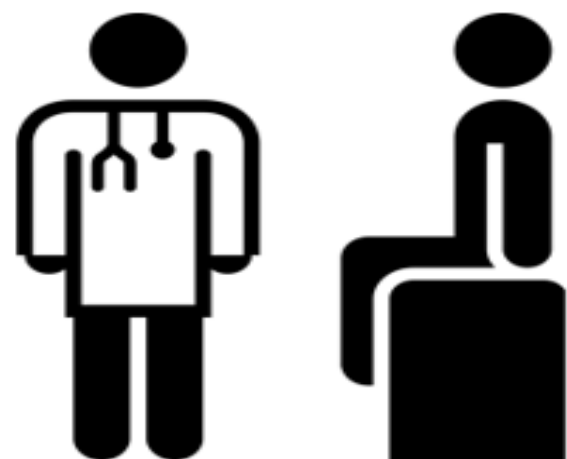
Lessons Learned

- Alignment of values and framing
- Simple rules
- Engagement and partnerships
- Bottom-up approach with support
- Need for system and performance improvement approaches
- Need for patient and family engagement

- Need for system & performance improvement approaches

- Need for patient & family engagement

Multi-component intervention at Froedtert & Medical College of Wisconsin



Choosing
Wisely[®]



Multi-Component Intervention

Identify targeted recommendations & clinicians

Identify metric to be used

Education on recommendations & clinical pathways

Peer-to-peer comparison/ academic detailing

Clinical decision support & order sets

Align rewards, financial & non-financial

Prepare patient – materials in exam room,
waiting room



Best Practices on Consumer Engagement

Consumer-facing interventions:

- Talk directly to consumers at community events;
- Integrate patient materials throughout the workflow and system including patient portal, waiting rooms, exam rooms, as screensavers and large posters
- Message through blogs, mailings, web pages, traditional and social media and public service announcements

Implementation:

- Work with partners including having written contracts and/or payment
- Start with the “low hanging fruit”, such as the five questions and materials surrounding antibiotic overuse.
- Use a community-organizing approach



**Choosing
Wisely**



Framing the Choosing Wisely Message

- Patients want:
 - ✓ Communication with their clinician
 - ✓ Participation in making care decisions
 - ✓ Access to information
- Focus on safety when justified
- Communicate in plain language
- Use both mass media and individual consumer approaches

Communicating information about “what not to do” to consumer. John S Santa. BMC Medical Informatics and Decision Making 201313(Suppl 3):S2



Questions to Ask your Doctor: Several resources with similar messaging, and all easy to use.




5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

- 1 Do I really need this test or procedure?** Medical tests help you and your doctor or other health provider decide how to treat a problem. And medical procedures help to actually treat it.
- 2 What are the risks?** Will there be side effects? What are the chances of getting results that aren't accurate? Could that lead to more testing or another procedure?
- 3 Are there simpler, safer options?** Sometimes all you need to do is make lifestyle changes, such as eating healthier food or exercising more.
- 4 What happens if I don't do anything?** Ask if your condition might get worse — or better — if you don't have the test or procedure right away.
- 5 How much does it cost?** Ask if there are less-expensive tests, treatments or procedures, what your insurance may cover, and about generic drugs instead of brand-name drugs.

Use these 5 questions to talk to your doctor about which tests, treatments, and procedures you need — and which you don't need

Some medical tests, treatments, and procedures provide little benefit. And in some cases, they may even cause harm.

Talk to your doctor to make sure you end up with the right amount of care — not too much and not too little.



www.choosingwisely.org/patient-resources

Brochures / Posters



5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

- 1 Do I really need this test or procedure?**
- 2 What are the risks and side effects?**
- 3 Are there simpler, safer options?**
- 4 What happens if I don't do anything?**
- 5 How much does it cost, and will my insurance pay for it?**

© 2014 Consumer Reports

Wallet Cards

Don't know what to ask your health care provider? Here are 5 QUESTIONS.






- 1 Do I really need this test or procedure?**
- 2 What are the risks and side effects?**
- 3 Are there simpler, safer options?**
- 4 What happens if I don't do anything?**
- 5 How much does it cost, and will my insurance pay for it?**

Rack Cards



Videos

How Well Do the Topic-Specific Brochures Work?

 <p>Choosing Wisely An initiative of the ABIM Foundation</p>	 <p>AMERICAN ACADEMY OF BACCULARY PHYSICIANS</p>
<h3>Imaging tests for lower-back pain</h3> <p>You probably don't need an X-ray, CT scan, or MRI</p>	
<p>X-rays, CT scans, and MRIs are called imaging tests because they help picture, or image, of the inside of the body. You may think you need them if those tests can find out what is causing your back pain. But these tests usually don't help. Here's why:</p> <p>The tests will not help you feel better faster. Most people with lower back pain feel better in about a month, whether or not they have an imaging test.</p> <p>People who get an imaging test for their back pain do not go better faster. And some think they feel worse than people who took over-the-counter pain medicines and followed simple steps, like walking, to help their pain.</p> <p>Imaging tests can also lead to surgery and other treatments that you don't need. In one study, people who had an MRI were more likely to have surgery than people who did not have an MRI. But if you get an MRI, you won't get better any faster.</p>	

Before reading

<16% interested in topics

After reading

- 50% interested in receiving more information

- 66% said they would talk to their doctor about the topic

- 43% *changed their mind* about a topic

(2013; 2,669 respondents)



Choosing Wisely

Choosing Wisely Materials for Patients in Hospitals & Clinics



Using Choosing Wisely Stories from Consumers to Make Issues Come Alive

"...I noted in the [Choosing Wisely] brochure that colonoscopies are not needed after age 75 ... With that in mind, my dad (who had survived three cancers, did not want to be treated for any additional cancers, and gets severe abdominal pain from the colonoscopy preparation process), called up his doctor and declined the test. In my opinion, he chose wisely."

—Darla D



"...When my condition recently flared up again and my doctor insisted on a CT, I was armed with the [Choosing Wisely] fact sheet ... and I avoided unnecessary radiation risk [of the equivalence to three years of natural background radiation] – and a hefty expense of nearly \$1,000."

—Jean H





Break Through with *Choosing Wisely*

Participating in *Choosing Wisely* help aligns your work with Aim 5 of TCPI to “sustain efficient care delivery by reducing unnecessary testing and procedures.”

- Groups commit to launching projects at their institutions to reduce at least three overused tests or treatments by 20% over a 12-14 month period.
 - Collection of resources and “lessons learned”
 - Individual virtual consultations with ABIM Foundation staff
 - Bi-monthly “check-in” sessions



**Choosing
Wisely**



An initiative of the ABIM Foundation

THANK YOU

For More Information:

www.choosingwisely.org | www.abimfoundation.org



[@ABIMFoundation](https://twitter.com/ABIMFoundation) [#choosingwisely](https://twitter.com/choosingwisely) [@WolfsonD](https://twitter.com/WolfsonD)

American College of Physicians Center for Patient Partnership in Healthcare

ACP History Related to Patient- and Family-Centered Care

- ACP Foundation
 - Philanthropic arm dedicated to patient education, health communication, and literacy
- ACP Ethics Manual
 - Strong promoter of patient-and family-centeredness in care
- ACP - original author of the Joint Principles for the Patient-Centered Medical Home
- ACP Foundation dissolved in 2013 and the Center for Patient Partnership in Healthcare formed in 2013
 - Designed to integrate all work of ACP in patient and family partnership, including ACP Foundation

ACP's Center for Patient Partnership in Healthcare

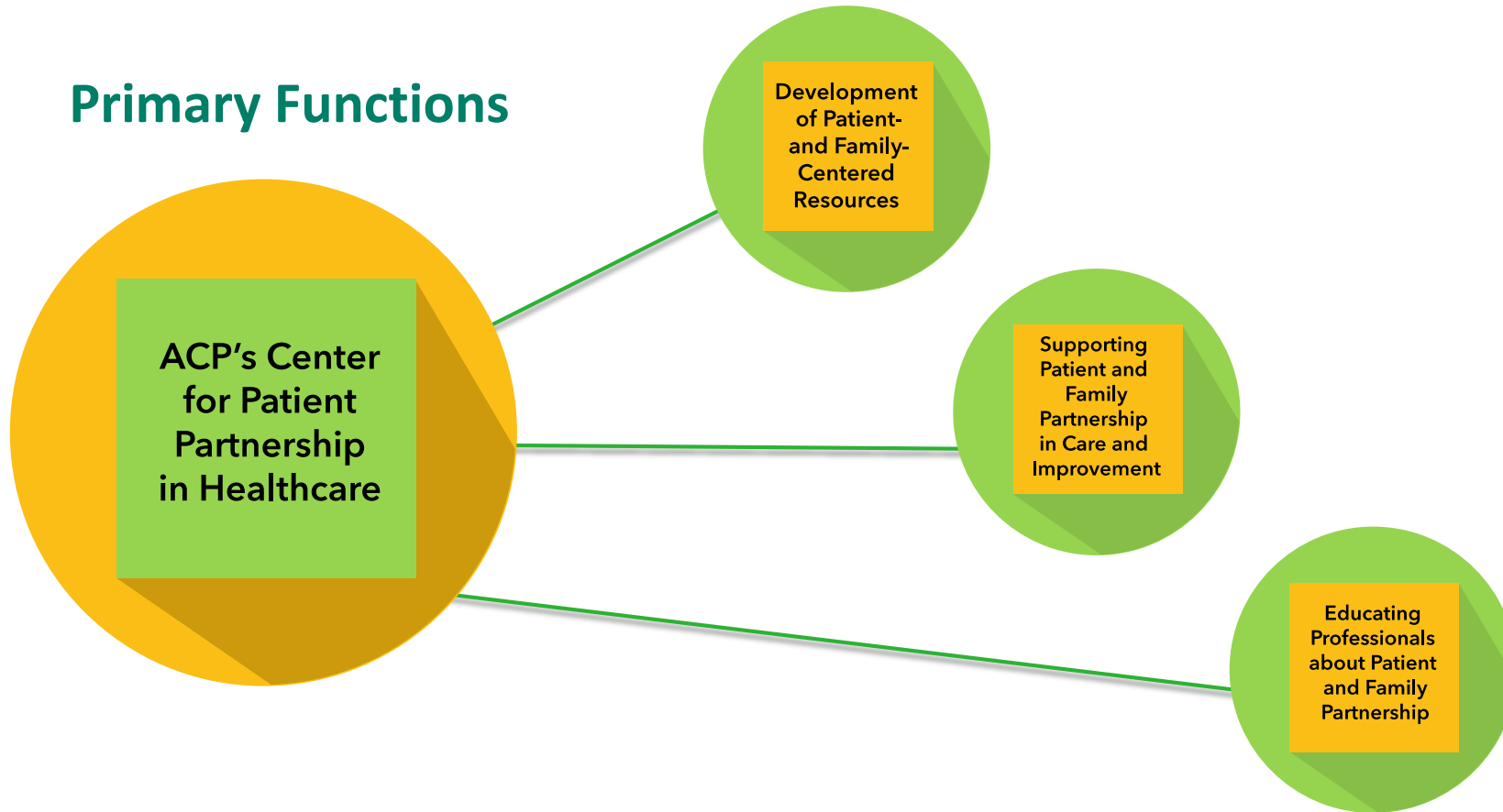
- Advised by active, engaged and multidisciplinary committee
 - ACP member physicians
 - Nurses, Pharmacist, Physician assistant
 - Patients and Patient Advocacy Groups
 - National Partnerships for Women and Families
 - Institute for Patient-and Family-Centered Care
 - Consumer Reports

ACP's Center for Patient Partnership in Healthcare

- **Mission:** to promote mutually beneficial partnerships among clinicians, patients and families that enhance quality, safety and the experience of care.
- **Goals:**
 - Develop high quality accessible information
 - Facilitate partnership and effective communication
 - Foster collaborations with like-minded organizations
 - Facilitate engagement of patients in their own care and improvement of care delivery
 - Develop professional educational programs in partnership with patients, families and clinicians

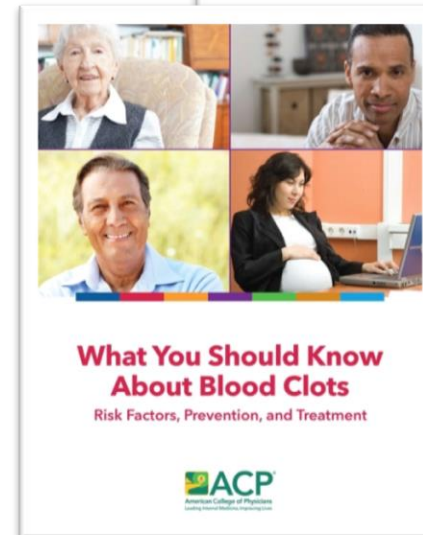
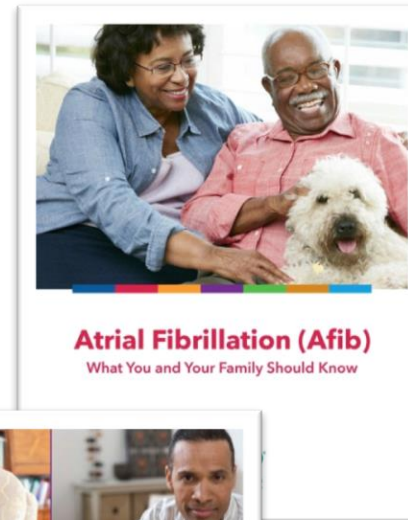
ACP's Center for Patient Partnership in Healthcare

Primary Functions



ACP Patient and Family-Centered Resources

- Principles for patient education
- Self-Management Guides
 - 7 existing guides- Atrial Fibrillation, Diabetes, Weight Loss, Heart, RA, COPD
 - VERY Popular - over 50,000 disseminated in the last 6 months
 - Over 1.3 million Diabetes Guides in circulation
- Guidebook series won 2017 Institute for Healthcare Advancement's (IHA) Health Literacy Award for print materials



ACP Patient and Family-Centered Resources

- Patient FACTS (over 50 topics)
- DVDs – Teaching self-management skills
- Nothing goes out without patient stamp of approval
- High value care resources (developed in partnership with Consumer Reports)
 - Where to get care
 - Immunizations
 - Taking control of your health
 - Choosing Wisely



Supporting Patient and Family Partnership in Care

- Development of ACP principles for patient and family partnership
 - Respect and dignity
 - Active partnership
 - Contribute to development and improvement of healthcare systems
 - Participate in education of health professionals
- Ambulatory care practice survey on patient- and family-centeredness in practice
- Shared decision-making program on breast and prostate cancer screening
- Patient involvement in clinical guidelines and performance measurement development
- Advocacy for patient and family voice in key ACP policy issues – MACRA, quality measures, EHRs, retail health clinics
- Costs of care initiative with Consumer Reports

Educating Professionals About Patient and Family Partnership

- Promote patient faculty and co-design in content development for all educational programs, including high value care and physician wellness
- Patient Priority Care (content development and research conference)
 - Going from “What’s the Matter with You” to “What Matters to You”
- Develop patient information and summaries for clinical guidelines, *Annals* articles, high value care recommendations
- Sessions on patient and family engagement with patient faculty at annual meeting since 2013
- Identifying opportunities to engage patients and families at future annual meetings (10 patient advisors participated in IM17)
 - Clinical skills courses on the relational breakthroughs between patients and physicians

Transforming Clinical Practice Initiative

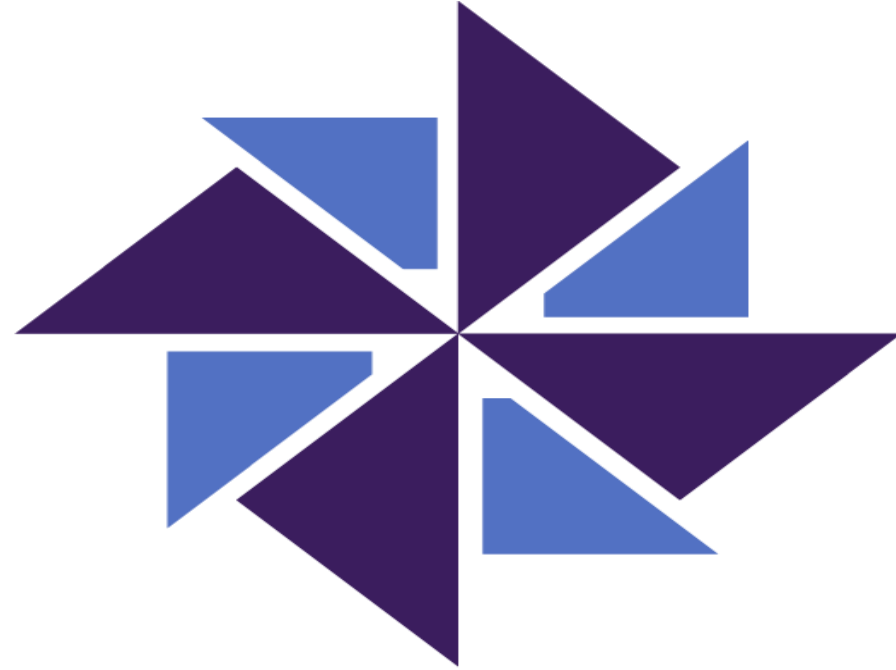
- Engaged with IPFCC, National Partnership for Women and Families, and other patient advisors
- Patient collaboration on content development from the beginning of the process
- Practice Advisor® modules
 - Provided leadership and review for the following modules:
 - Access
 - Care Coordination
 - Collaborative Medication Management
 - Patient and Family Engagement
 - Advance Care Planning
- Participate on PFE Curriculum FlashGroup
- Provide subject matter expertise to Vizient PTN

Outcomes

- 15 sessions with patient faculty at annual meeting
- 100s of patient education resources developed with patients
- Dozens of physician education programs co-designed with patients
- Patients standardly serve on committees
 - Physician wellness
 - QI committees
 - Clinical guidelines
- Award for health literacy

Thank You

- Questions?
- Wendy Nickel
wnickel@acponline.org
- www.acponline.org/patient_ed



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

www.ipfcc.org

Patient- and Family-Centered Core Concepts

- ◆ People are treated with **respect and dignity**.
- ◆ Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- ◆ Patients and families are encouraged and supported in **participating in care and decision-making** at the level they choose.
- ◆ **Collaboration** among patients, families, and providers occurs in policy and program development, QI and safety, professional education, and research as well as in the delivery of care.



Shared Principles of Primary Care

Moving the United States toward a vibrant future of person-centered, team-based, and community aligned primary care



PERSON & FAMILY
CENTERED



CONTINUOUS



COMPREHENSIVE
& EQUITABLE



TEAM BASED &
COLLABORATIVE

Shared Principles of Primary Care



COORDINATED
& INTEGRATED



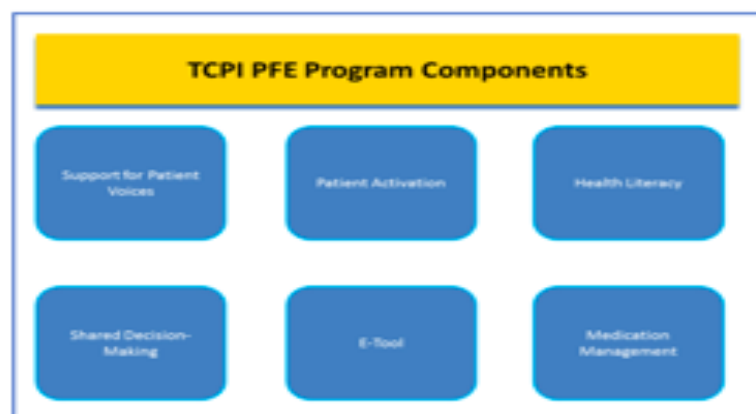
ACCESSIBLE



HIGH VALUE

www.pcpcc.org/about/shared-principles





TCPI's Visionary View of Patient & Family Engagement

- ◆ Inclusion of the patient voice in practice operations.
- ◆ Shared decision-making among clinicians & patients.
- ◆ Assessment to gauge patient readiness to be “activated” as a partner in their care.
- ◆ Use of e-technology to engage patients and families.
- ◆ Measurement of patient health literacy.
- ◆ Support for medication use.





Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.



Challenges at the Intersection of Team-Based and Patient-Centered Health Care

Insights From an IOM Working Group

Matthew K. Wynia, MD, MPH

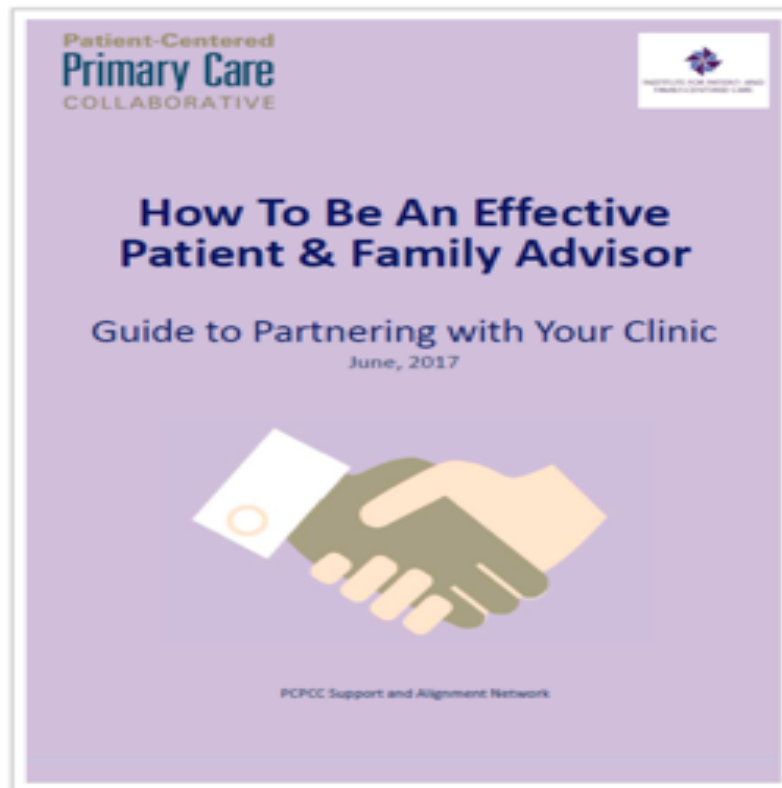
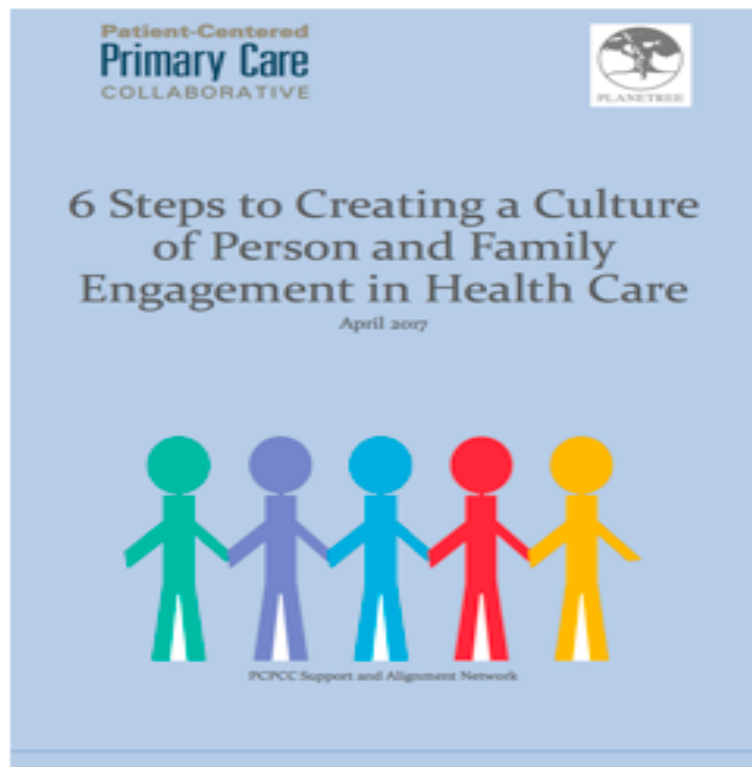
Isabelle Von Kohorn, MD, PhD

Pamela H. Mitchell, PhD, RN

are used to describe team-based care, th
ful. Is the patient the quarterback? Th
has a different quarterback or coach e
would this vary according to the team's p
for example. teams for patients receiv

“In high-functioning health care teams, patients are members of the team; not simply objects of the team’s attention...”





Many Tools Available . . .

- ◆ “Partnering with Patients and Families: An Ambulatory Self-Assessment”
- ◆ “How to Conduct a Walkabout from the Patient and Family Perspective”

PREPARING PATIENT ADVISORS

A GUIDE TO HELPING PATIENTS PARTICIPATE
EFFECTIVELY IN CARE IMPROVEMENT

www.pcpcc.org/tcpi





Stories . . .

- ◆ UAMS — Building on a Strong Past to Influence the Future
- ◆ Improving Self-Management for Patients with Diabetes
- ◆ Centering on Healing and Wellness
- ◆ Patient Engagement Drives Quality Care in Rural Alabama
- ◆ Emory Healthcare: Building on Hospital Experience to Support Advisors in Ambulatory Care
- ◆ VCU Health: Applying Inpatient Experience to Ambulatory Clinics
- ◆ Maine Quality Counts: Helping Patients “Choose Wisely”

www.ipfcc.org/bestpractices/primary-care.html



A free online learning community dedicated to partnerships with patients and families to improve and transform care across all settings.



HOME COMMUNITIES MY NETWORKS DIRECTORY EVENTS PARTICIPATE search

BROWSE HELP/FAQS

Join the Discussion

Ask or answer questions with your peers.

Our dynamic discussion groups explore best practices in patient- and family-centered care.

ANNOUNCEMENTS [ADD](#)

NEW FEATURES ON PFCC.CONNECT

BY: [MARY MINNITI](#), 16 DAYS AGO

Go to your profile and complete it! Then look under Network and see how many people that have similar roles or backgrounds as you! [More](#)

<http://pfcc.connect.ipfcc.org/home>



**8th International Conference on
Patient- and Family-Centered Care**
Promoting Health Equity and Reducing Disparities

PROMOTING
**HEALTH
EQUITY**



**REDUCING
DISPARITIES**

June 11-13, 2018

**Baltimore Marriott Waterfront
Baltimore, MD**

[www. ipfcc.org/conference.html](http://www.ipfcc.org/conference.html)

With leadership
support from



And program
support from



June 10, 2018

**Invitational PFA Summit on
the Opioid Epidemic**

Convened with PFCCpartners
And support from Beaumont



In Conclusion . . .

“Our patients and their families are an abundant source of wisdom as we navigate the stormy seas of healthcare delivery.

To go it alone without their partnership is foolish and unwise. With patients as equal partners in this journey, our work together is more fulfilling, more meaningful, and more likely to help them reach their health goals.”

Joseph Bianco, MD, FAAFP, Director of Primary Care for Essentia, Ely, MN





Questions and Comments

For further information:

Bev Johnson bjohnson@ipfcc.org

