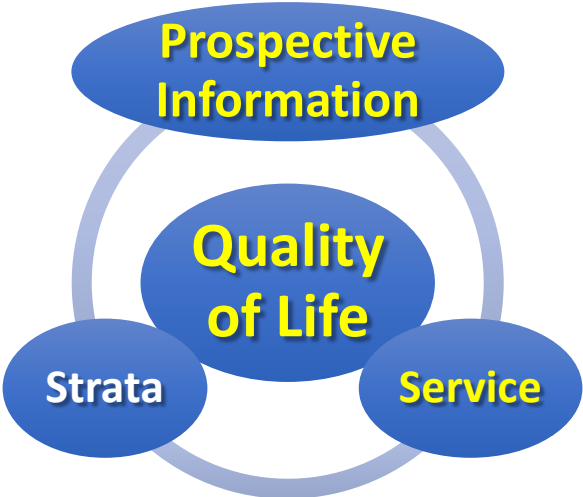
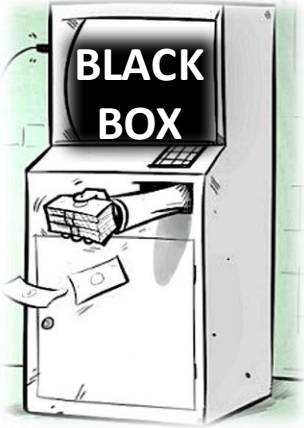


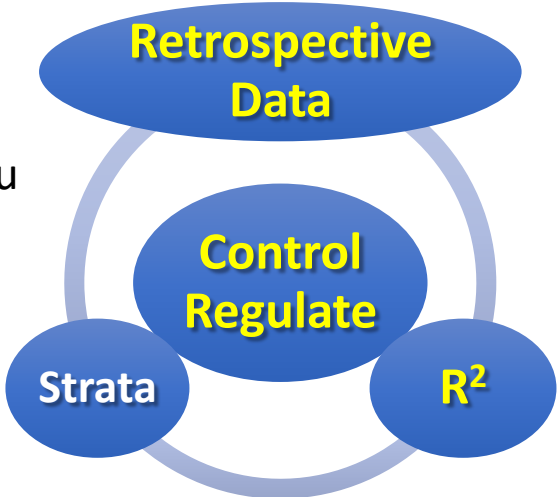


Which and Whose Values Matter?



Part Two
John.H.Wasson@Dartmouth.edu

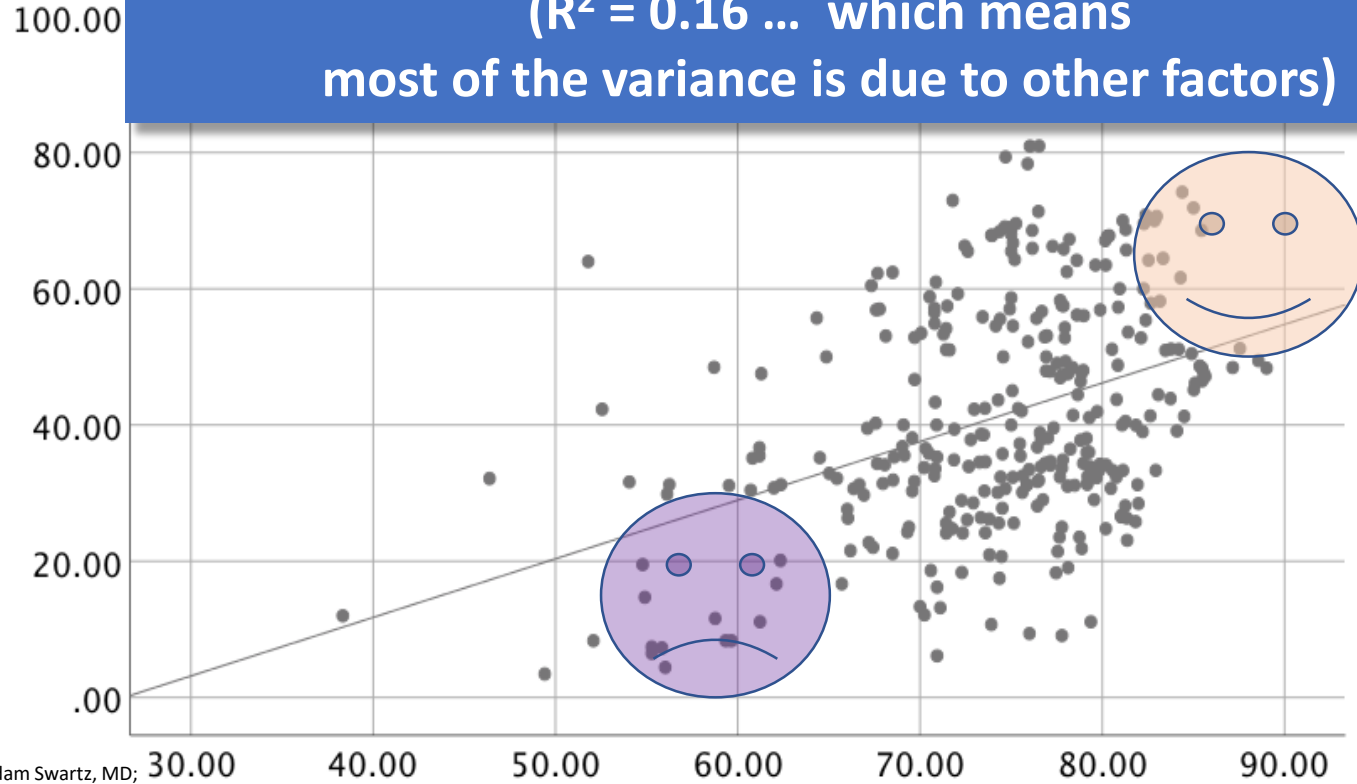
Quality



Typical Ambulatory Practice Process Comparison

($R^2 = 0.16$... which means most of the variance is due to other factors)

Patient-Reported Experience of Care*



Benchmarks

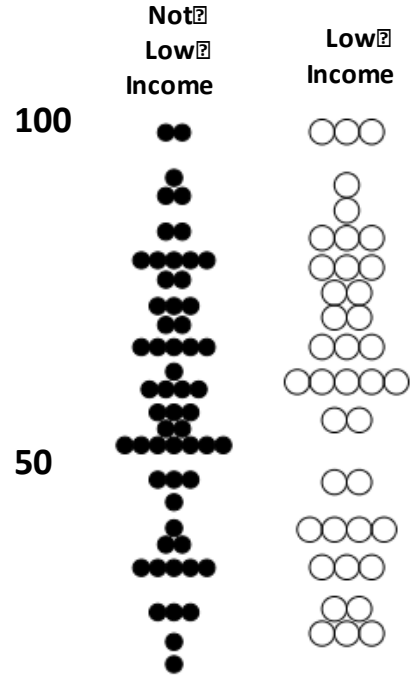
for prevention based on completion of mammography, bowel cancer and lipid screening in patients 50 years or older or for condition management that include control of blood pressure, cholesterol, and blood glucose when patients report a diagnoses of hypertension, cardiovascular disease, or diabetes.

Average Practice Attainment of Process Benchmarks

* Lynn Ho, MD; Adam Swartz, MD; John H. Wasson, MD. The Right Tool for the Right Job: The Value of Alternative Patient Experience Measures. 2013. J Ambulatory Care ManageVol. 36, No. 3, pp. 241-244

Process Comparisons Do Not Address Unawareness Of What Matters To Patients

Percentage of
Patients In Different
Settings Reporting
That Their Doctor
or Nurse Is Aware
of Specific
Problems Impacting
QOL

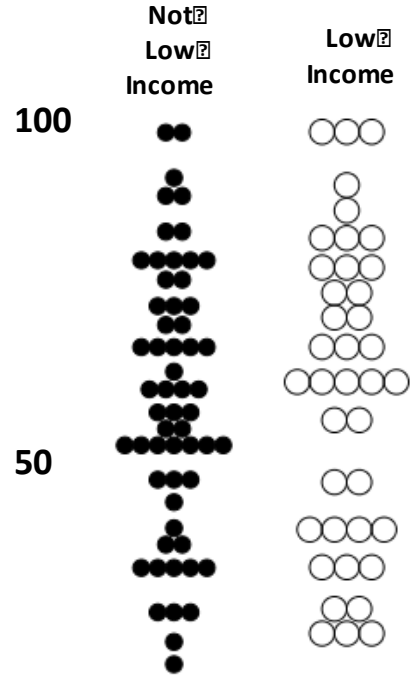


MIPS (and other process/payment stuff) Neither Addresses Unawareness Of What Matters To Patients Nor Quality of Life



Self
Referential

Percentage of Patients In Different Settings Reporting That Their Doctor or Nurse Is Aware of Specific Problems Impacting QOL



With a Glossary of 15 Acronyms and Hundreds of Pages of Explanation

**But Free Tools About
What Matters
Have Been
In Use and Evolution
for Decades**

HowYourHealth.org



Patient Assessment Tools

- What Matters/Function
- Prevention
- Conditions and Symptoms

Health Action Package

- Summary for Clinicians
- Problem Solving Tools
- Online Motivational Guidance

Tailored Patient Resources

- Informational
- Community Links
- Personal Portable Health Record

Improvement and Care Management

- ✓ Interactive Patient Registry
- ✓ Population Summary Data
- ✓ Benchmark Attainment
- ✓ Additions for
Regulation/Certification
- Customization Options
- Added Queries
- On-line Consent for Longitudinal Data
- Community Links

HowsYourHealth.org



Since 1994, researchers, patients and hundreds of health professionals in the US and Canada have tested and improved the freely available www.HowsYourHealth.org and its family of tools including the customizable What Matters Index. Contact John.H.Wasson@Dartmouth.edu with questions.

**And The Evolution
Of These Tools
Has Greatly Enhanced
What Matters Assessment
And
Management Guidance**



What Matters Index (WMI)



1. Insufficient Health Confidence
2. Bothersome Pain
3. Bothersome Emotional Problems
4. Polypharmacy
5. Adverse Effects from Medications



Standardized
"What
Matters" ;
Places On
"Same Page"

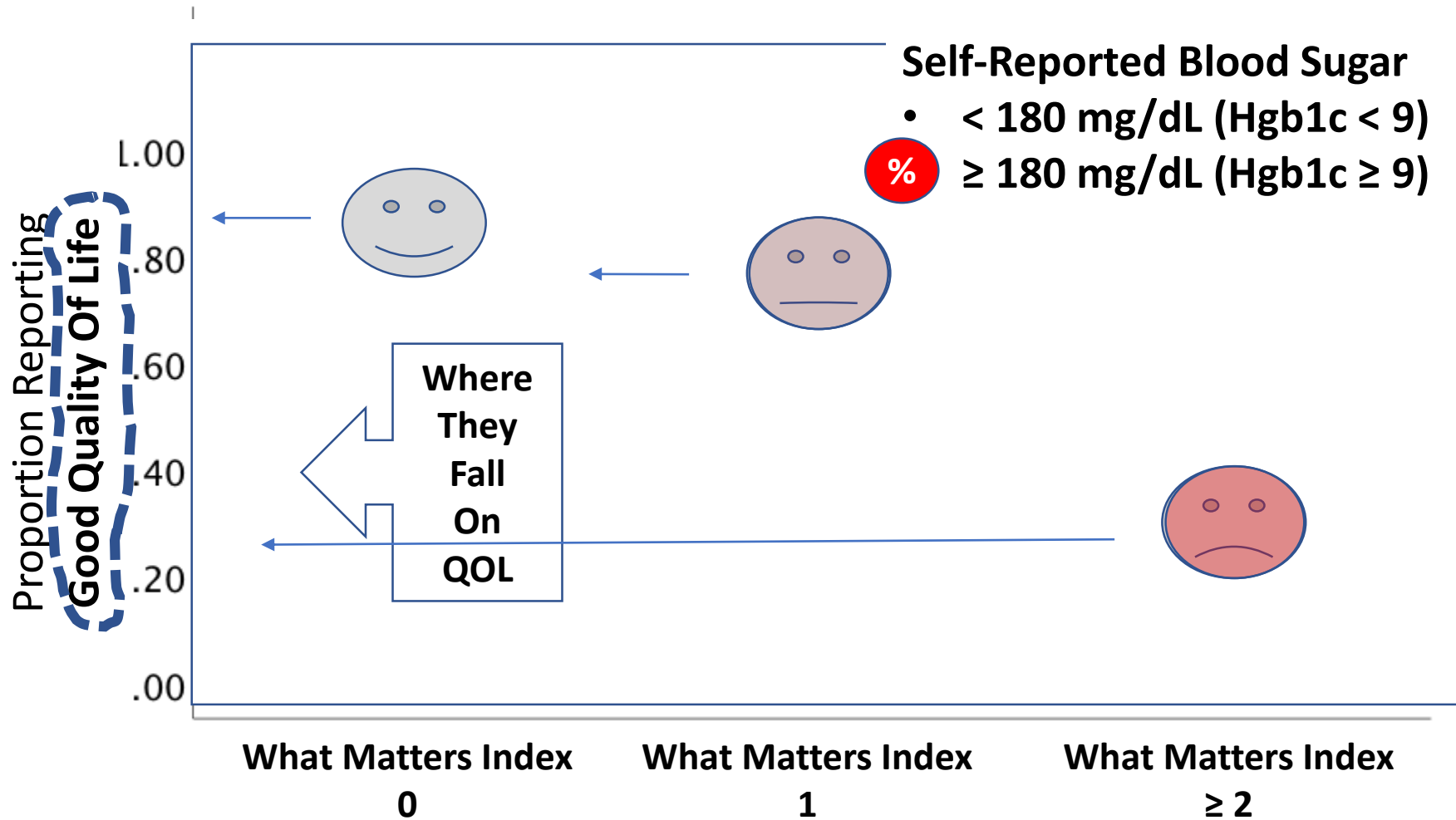
Immediate
Service

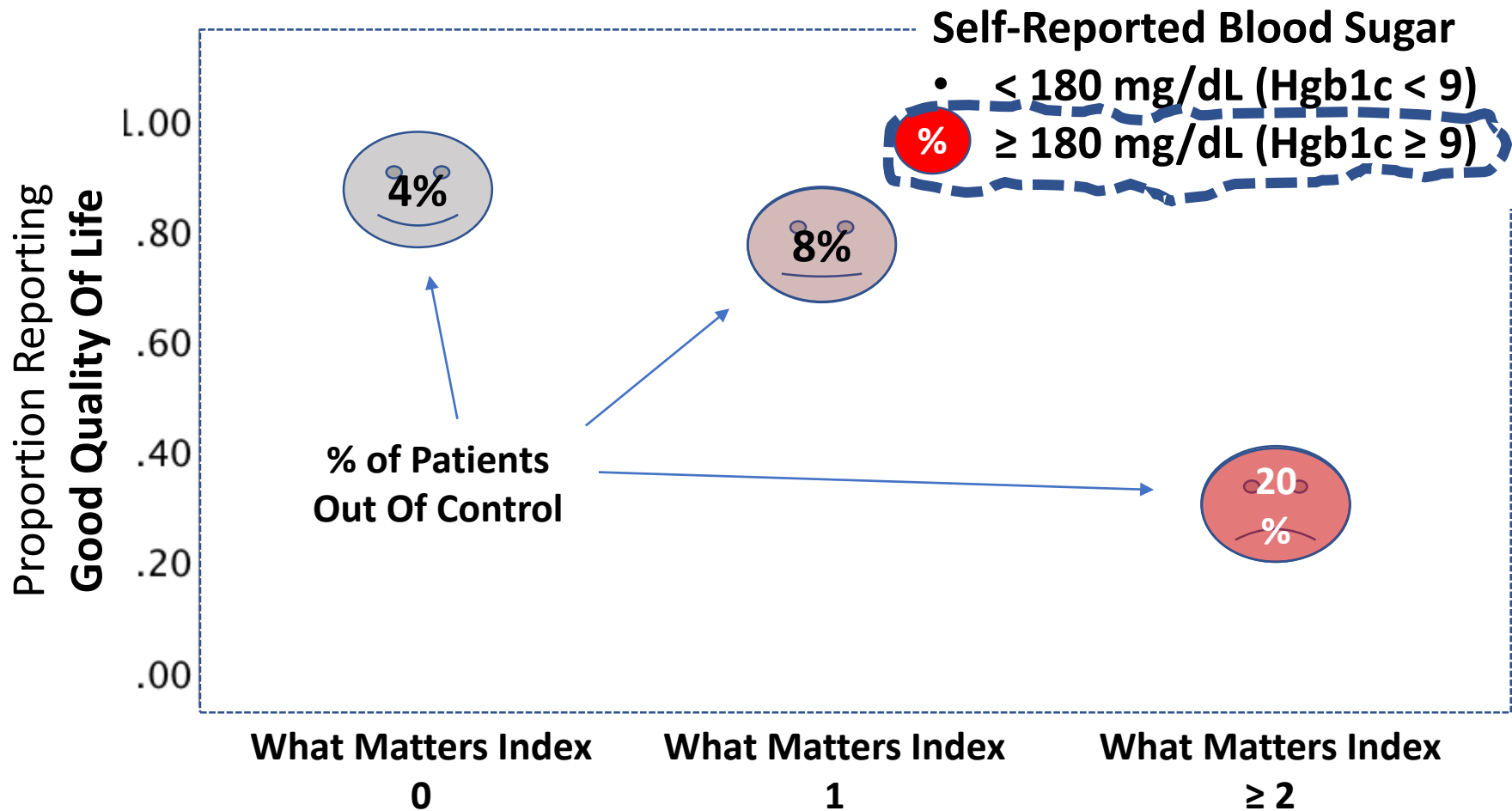
Stratification
and Tailored
Intensification

Outcome
Monitoring

Quality
of Life

**An Example Of
The What Matters Index
Applied To Diabetes**





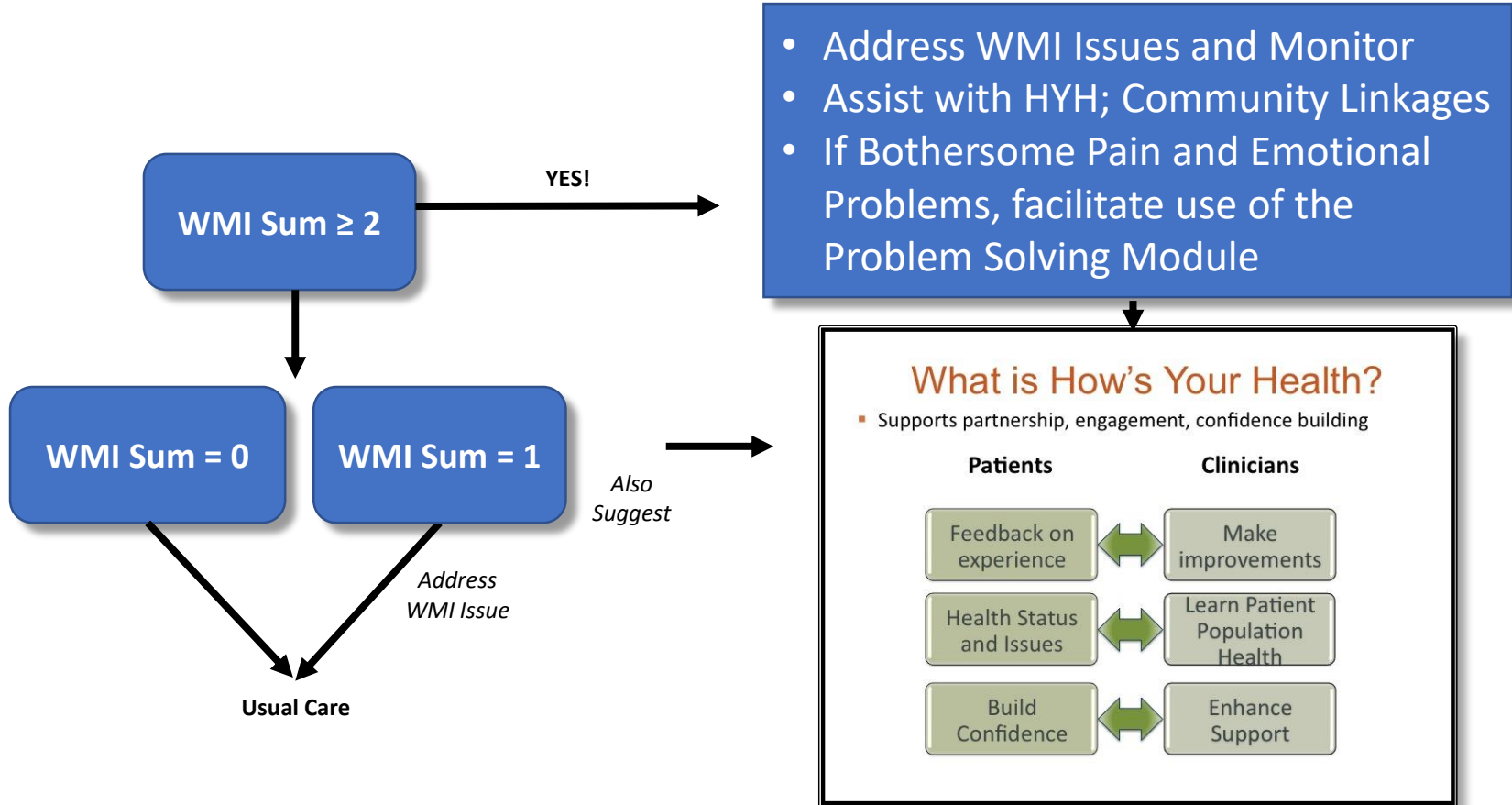
Bottom Line:

The What Matters Index

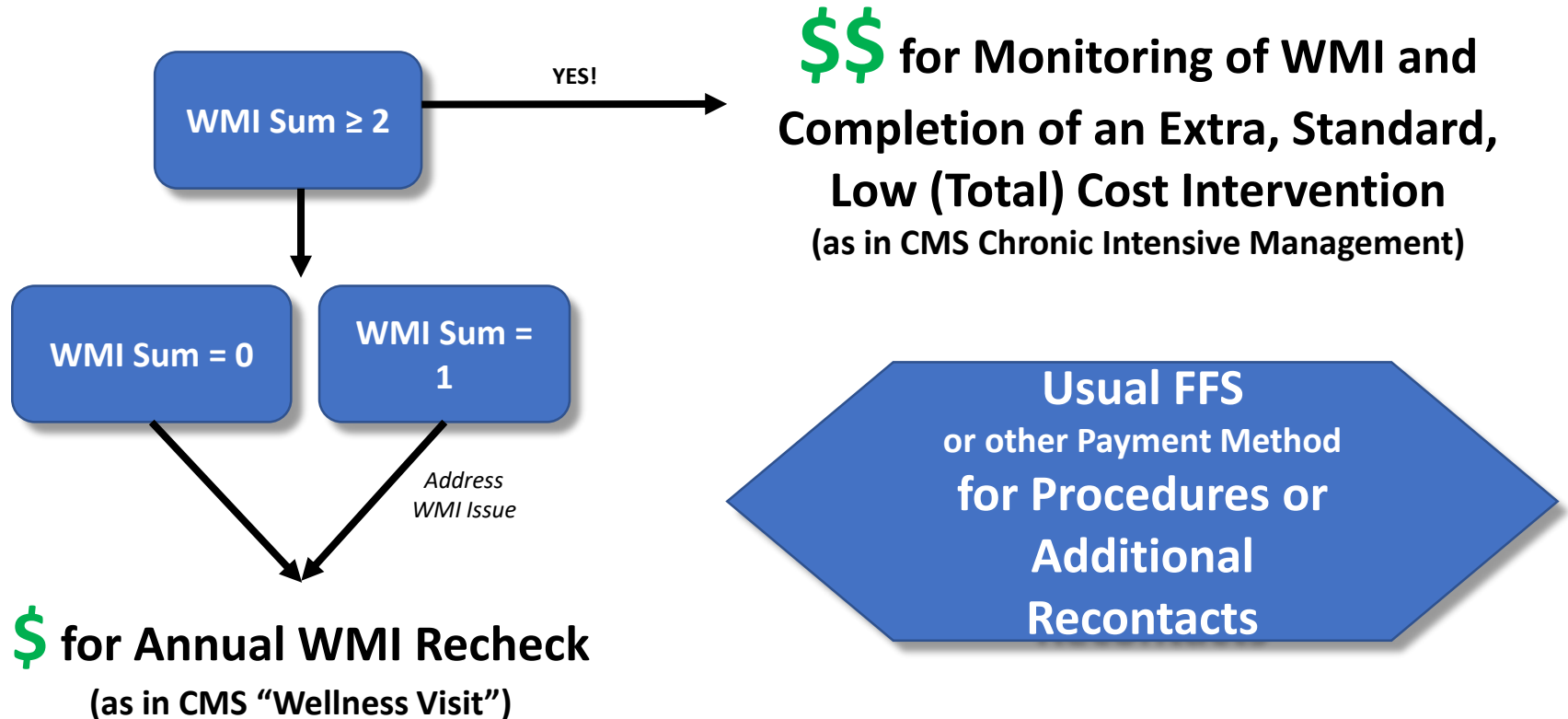
**Points To Where Management Matters
(And Efficient “Next Steps” As Well)**

The WMI: Simplifies, Interprets and Directs

To a free, standard process from [How'sYourHealth.org](https://www.howsyourhealth.org)



HOW DO WE REIMBURSE PRACTICES TO ASSESS AND ACT ON WHAT MATTERS TO PATIENTS?



We Have The Need

(and Financial Building Blocks Such as Payment for "Wellness" and "Intensive Management" Visits)

*Sorry to bother you, Doctors,
but might you have time to
see any patients today?*

**Decreeing Measures
That Don't Matter**
(Definition of Quantophrenia)

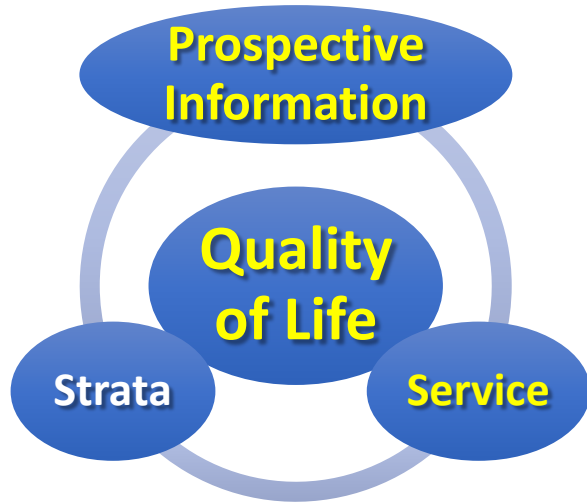
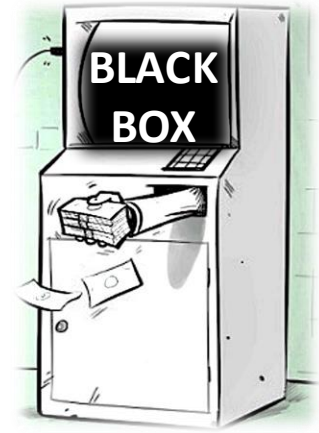


Does anyone
have a
better way
to improve
value?

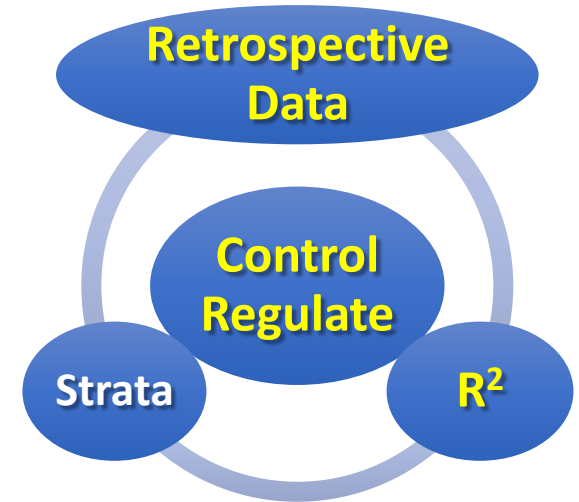
Why not
use a
**What
Matters
Index?**



Needed: Total Cost- Effectiveness Comparison



For
Quality



Handouts

Ask Yourself These Five Questions to Improve Your Health and Health Care

During the past 4 weeks, how much have you been bothered by emotional problems such as feeling anxious, depressed, irritable, or sad?				
Not at all	Slightly	Moderately	QUITE A BIT	EXTREMELY
During the past 4 weeks, how much bodily pain have you generally had?				
No pain.	Very mild pain.	Mild Pain	MODERATE PAIN	SEVERE PAIN
How many different prescription medications are you currently taking more than three days a week?				
None	1-2	3-5	MORE THAN 5	
Do you think that any of your pills are making you sick?				
YES	No	MAYBE, I AM NOT SURE	I am not taking any pills	
How confident are you that you can control and manage most of your health problems?				
Very confident	SOMEWHAT CONFIDENT	NOT VERY CONFIDENT	I do not have any health problems	

INSTRUCTIONS:

- ✓ Pick the one answer that describes you best for each of the five questions.
 - ✓ Whenever your answer is in **BIG PRINT**, give yourself one point. You can have at most 5 points and at least, no points.
 - ✓ Add up your points. People with a sum of two or higher have an increased risk of using the hospital or emergency room during the next year. Therefore, they need to make sure that doctors or nurses are aware of the needs and that they have good communication with all health professionals. They also benefit when they complete full check-up using www.HowsYourHealth.org and bring the results (the Action Form) to their clinical appointments. HowsYourHealth also automatically creates a personal health record that can be used to keep track of their progress.
 - ✓ A person with a sum of one should consider taking similar action as a person with a sum or two or more.
 - ✓ If you are **SOMEWHAT OR NOT VERY CONFIDENT**, ask yourself “what would it take for you to be able to say that you are very confident that you can control most of your health problems during the next two months?” Write that plan here and share it with someone who can help you.
-

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**Additional
Related
Information**

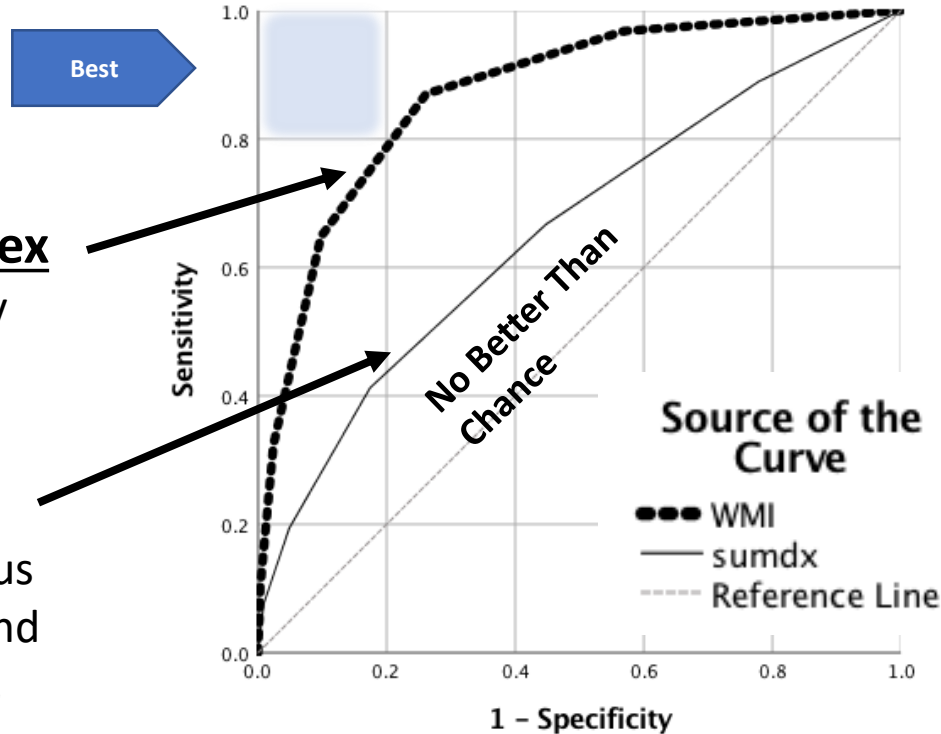
Measures Associated with (Bad) Quality of Life (Among 9000 Medicare Beneficiaries)

What Matters Index

A Reasonable Proxy

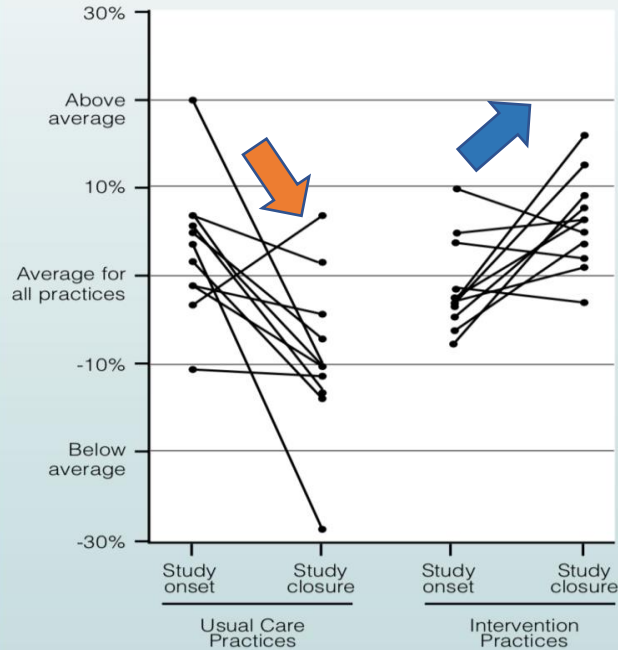
Retrospective Models

Undergirding the Status Quo: Administrative and Clinical Benchmarks, Cronbach's, etc.



Better Quality IS What Matters To Patients

When Practices Receive
Point of Service, Easy-to-Interpret,
Patient-Reported Data...
What Matters is Served
and Patients' Perception
of Practice Quality is Fittingly Improved



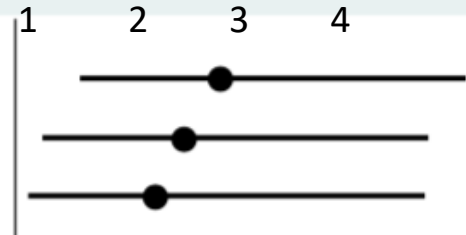
45 Physicians; 22 Practices;
1651 Patients Aged 70

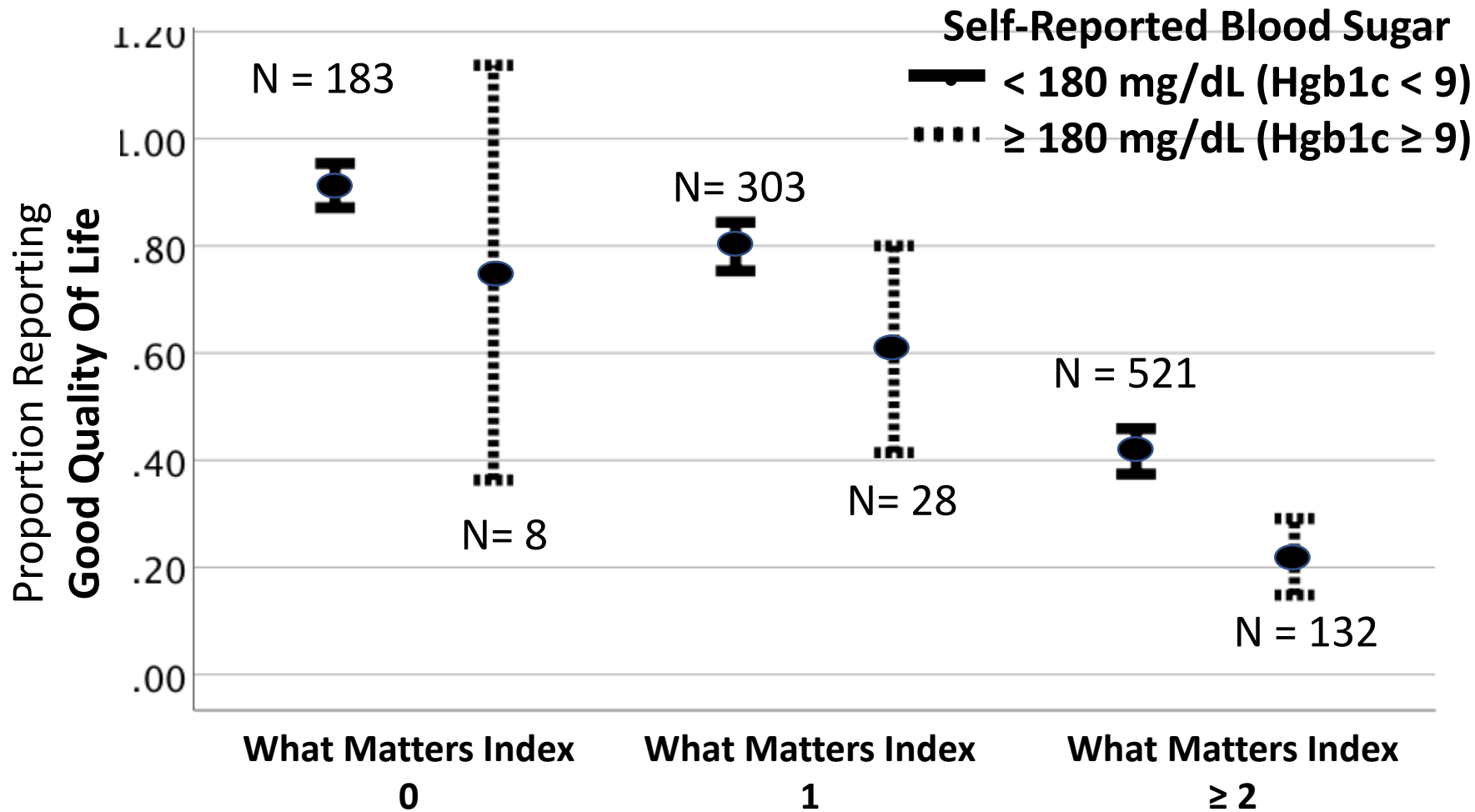
Wasson JH, Stukel TA, Weiss JE, Hays RD,
Jette AM, Nelson EC. A Randomized
Trial Of Using Patient Self-Assessment
Data To Improve Community Practices.
Effective Clinical Practice 1999; 2:1-10

Functional Issues Helped

- Physical and daily activity limits
- Emotional problems
- Social needs or need for support

Odds Ratio and 95% CI





The Automatic Registry from HowsYourHealth.org

May select any combination of age groups or 'All ages' to disregard this variable.

Age group

- All ages
- 18-34
- 35-49
- 50-64
- 65-69
- 70-79
- 80 or older

Select desired gender, or 'Either' to disregard this variable.

Gender

- Either
- Male
- Female

Specify Date Range

Choose data since:

But before:

AND

- Poor Financial Status
- Pain
- Emotion
- Lacks Confidence
- Meds Make Ill
- Seeing Specialist
- HBP
- Diabetes
- BMI>30
- Angina

OR | AND

- CHF
- Hx. Stroke
- Respiratory
- Last BP over 150
- Last Cholesterol if 200+
- Blood Sugar > 140
- Mammogram not done
- No Bowel Cancer screen
- Poor Home Support
- Risk costly care (wmi >= 2)

OR



Sample of Automatic Practice Summary from HowsYourHealth.org Reported By Diabetic Patients

	All Records	Women	Men	Younger Women (19-49)	Older Women (50-69)	Younger Men (19-49)	Older Men (50-69)	Hypertension	Hardening of Arteries	Diabetes	Arthritis	Respiratory Disease	Obesity > 15%	Income Problems
If Diabetes	293	177	114	62	115	24	90	175	51	293	127	79	118	79
% Blood Sugar Always or Often 80-150 (4.5-8.3 international units)	51.57	45.98	60.36	47.54	45.13	41.67	65.52	45.61	46.00	51.57	54.03	46.05	44.44	46.05
% Good Explanation for Eye Exam	69.72	66.67	74.77	61.67	69.37	58.33	79.31	71.43	66.67	69.72	65.04	62.16	70.69	58.67
% Good Explanation for Foot Care	60.78	57.65	65.77	57.63	57.66	54.17	68.97	64.29	64.58	60.78	56.10	55.41	64.66	56.00
% Good Explanation for Adjustment of Calling for help	57.50	56.80	58.72	58.33	55.96	56.52	59.30	58.43	59.57	57.50	52.89	56.94	58.77	56.00
% BMI > 30	56.85	63.07	47.37	59.02	65.22	45.83	47.78	66.29	60.78	56.85	60.63	60.26	84.75	62.03
% personal harm in past year	1.71	2.26	0.88	0.00	3.48	0.00	1.11	2.29	1.96	1.71	2.36	3.80	3.39	2.53
% Blood pressure > 150 systolic (Fiv)	8.19	7.14	8.33	14.29	5.19	0.00	9.68	8.19	13.95	8.19	6.82	8.33	5.95	19.57
% Cholesterol > 200 (5.2 international units) (Fv)	13.59	13.37	13.27	11.67	14.29	20.83	11.24	14.12	16.00	13.59	12.10	17.33	11.11	17.33
% Blood sugar > 140 (7.8 international units) (Fvi)	16.01	16.57	14.55	16.39	16.67	8.70	16.09	16.46	30.61	16.01	12.61	13.33	16.52	31.51

100 is Best

A Practice Overview from HowsYourHealth.org

	All Records	Income Problems
Attributes of Care	4162	542
Single Measure for Patient Centered Medical Care	43.98	26.56
Very Good Communication for Chronic Disease	68.25	51.33
Aware of Functional Limits	52.30	44.58
	All Records	Income Problems
Desirable Outcomes	4162	542
Patient Confidence	63.47	39.65
Practice Benchmark	78.42	64.03
Wellness Activities	68.45	52.15
No Hospital or ED use for chronic disease	90.07	82.83
Meds not making ill	84.50	70.35

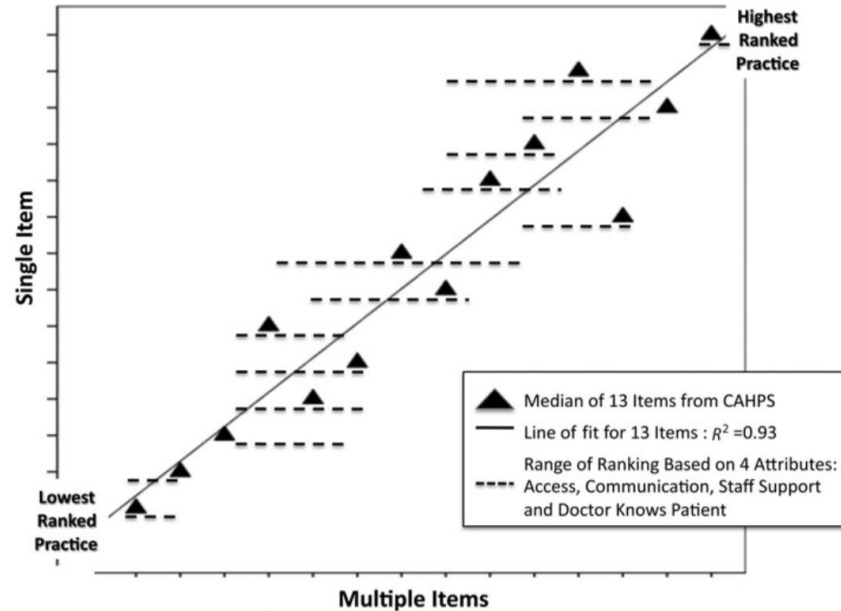
100 is
Best

An Additional Summary From HowsYourHealth.org

	All Records	Income Problems
Measures Often Requested by Regulators	4162	542
Efficiency of Care (Does not waste time)	78.05	61.07
Any Sick Day in 3 Months	19.07	34.09
Any Stay in Hospital in One Year	8.39	16.79
Continuity (Personal Doctor or Nurse)	76.38	65.91
Any Current Specialist Care	32.91	28.40
One Clinician in Charge (If 2+)	85.67	84.92
Medical Care Perfect (Nothing needs improvement)	53.80	35.45
Very Easy Access	55.15	32.88

100 is
Best

Single Patient-Reported Item Is Highly Cost Effective for Practice Ranking



“I Receive Exactly The Care I Want And Need Exactly When And How I Want And Need It”

Donald Berwick, MD; Former Acting Head of CMS

Medicare Advantage Patients' Self-Report Within Hospital Service Areas for:*

“Receiving Exactly the Care I Want and Need Exactly When and How I Want and Need It”

* 20,000 respondents to MedicareHealthAssess.org with at least 30/HSA.

