

## Fifth National ACO Summit

Thursday, June 19, 2013

Track Five

### 3:45–5:30 PM Engaging Patients in Accountable Care

**Timothy G. Ferris, MD, MPH**, Vice President Population Health Management, Partners HealthCare; Medical Director, Mass General Physicians Organization (*Moderator*)

1. **Michael J. Barry, MD**, President, Informed Medical Decisions Foundation; Medical Director, John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital
2. **Joyce Dubow, MA**, Principal, Health Policy and Strategy, AARP; Former Executive Vice President, Georgetown University Community Health Plan; Former Director of Policy and Legislation, US Office of Health Maintenance Organizations
3. **Jessica Greene, PhD, MPH**, Associate Dean for Research; Professor, The George Washington University School of Nursing
4. **N. Lee Rucker, MSPH**, Principal and Founder, Enhance Value; Senior Advisor, National Council on Patient Information

### Panel Overview

Patient engagement in healthcare is critical to achieving high quality, patient-centered care. Engaging patients in decisions around their care is one pathway to activating patients. As accountable care models and other payment and delivery reforms continue to spread across the country, patient engagement will play a key role in ensuring organizations are able to meet quality and cost metrics. This panel will explore emerging issues in need of greater attention around patient engagement; ways to create better incentives for expanded patient role in decision making; the challenges and strategies for effectively activating patients; and the need for better physician-patient interaction to meet patients' needs and achieve high quality outcomes.

### Core Questions

- How can patients be more fully engaged in shared decision making as new delivery and payment models, such as ACOs, continue to spread?
- What are the greatest barriers to effective patient engagement in health care decision-making?
- How well are ACOs able to currently measure patient engagements through existing patient satisfaction measures and what additional metrics could be used to assess the level of patient activation?
- What is the role of both low and high tech decision aids in empowering patients to share in important health care decision making?
- What are some promising models for activating patients across the country that can be further expanded and adopted?
- In what ways does patient engagement lead to a more value driven health care system?
- What is the relationship between “patient satisfaction,” “patient engagement,” and “patient activation?” Does it matter what we call it? And, does what we call it matter how we measure it?

- If you could change one thing about the Medicare ACO structure that could help engage patients, what would it be?

**3:45 PM**

**Focus**

**Timothy Ferris, Partners HealthCare (Moderator)**

Timothy Ferris will provide introductory remarks to frame the discussion and introduce the panelists. He will discuss strategies and tactics developed by Partners HealthCare to improve patient engagement and align with practice transformation that achieves the dual goals of the ACO—quality improvement and cost reduction.

**4:05 PM**

**Focus**

**Michael J. Barry, President, Informed Medical Decisions Foundation**

Michael will discuss the effect of shared decision making on decision quality and patient choices for preference-sensitive care. He will review randomized trial results on the use of patient decision aids recently summarized by the Cochrane Collaboration and highlight remaining controversies. He will discuss how to overcome implementation challenges including alignment of incentives and integration of decision support into the clinical workflow.

**4:10 PM**

**Focus**

**Joyce Dubow, AARP**

Joyce Dubow will focus on ACOs in the Medicare program and discuss potential policy solutions and their implications for beneficiaries. Remarks will include the challenges of consumer engagement among older adults

**4:15 PM**

**Focus**

**Jessica Greene, The George Washington University School of Nursing**

Jessica Greene will discuss research she is conducting on patient activation from a longitudinal perspective. She will highlight data collected, which shows the impact of patient activation on changes in quality and cost of care. She will also emphasize the role of providers in supporting patient activation and the wide variation existing among provider approaches.

**4:20 PM**

**Focus**

**N. Lee Rucker, Enhance Value**

Lee Rucker will present what she calls the “A-B-Cs” of patient engagement, and how these can best be leveraged for ACOs. She will also offer lessons learned from her research on Medicare Part D medication therapy management, which has many patient engagement challenges.

**4:25 PM**

**Q&A**