

Is the Patient Voice Heard in Health Care Ratings?

Panelists:

Sue Sheridan, MIM, ,MBA, DHL

e-Patient Dave deBronkart

Patient Engagement Advocate, International Speaker, Author

Moderator:

Pat Mastors

Founder, Executive Director, Patients' View Institute

Consumer Ratings Summit

Leapfrog Group

12.07.17

“Value” Through the Lens of the Patient Community



Case Study

- Diagnosed with Polyarticular Juvenile Idiopathic Arthritis in 1990
- Left wrist arthroplasty, 2015



Five-day Inpatient Stay



My HCAHPS Rating?

- Warm, responsive staff
- Clean, quiet room
- Pain well controlled
- Clinicians communicated well
- Pizza, champagne, and Jenga!



Outcomes

- Nerve damage/carpal tunnel (that had not existed previously)
- Six additional weeks of rehabilitative therapy to regain motion and sensation
- Delay in wrist arthroplasty rehabilitation
- Slower return to work
- Exacerbated RA symptoms in shoulder from strict elevation protocol—ongoing

Where are these reported?

CMS' Verma announces new meaningful measures initiative

by Ilene MacDonald | Oct 30, 2017 11:15am

most vital to providing high-quality care and improving patient outcomes. The agency, she said, aims to **focus on outcome-based measures going forward, as opposed to trying to micromanage processes**. It also wants to promote efforts that will give providers more flexibility in innovation and patient engagement and minimize administrative burdens associated with the Medicare Access and Chip Reauthorization Act.

“Our overall vision is to reinvent the agency to put patients first,” she said during her [address](#). **“We want to partner with patients, providers, payers and others to achieve this goal.”**

Persons and Family Engagement at National Quality Forum Quality Measures that Matter to Patients



NATIONAL
QUALITY FORUM

Sea

NQF Measure Incubator Goals

The Measure Incubator embodies NQF's mission by providing the quality measurement community with a more efficient environment to develop and test measures that matter.

Related Information

[NQF Measure Incubator](#)

[Projects Underway](#)

[NQF's Leadership Role](#)

[Governance](#)

Contact

jgoldwater@qualityforum.org

The goals of the NQF's Measure Incubator are to:

- Facilitate development of measures that would be more meaningful but are difficult to construct and test, particularly measures that allow for patient-reported outcomes
- Rapidly fill measurement gap areas
- Spur development of electronic clinical quality measures (eCQMs) to take advantage of the data collected through EHRs and to help enable measurement—and improvement—in real time
- Drive outcome-based healthcare measurement that better reflects the voice of the patient and caregiver
- Advance measurement science with making tools and test beds more accessible to address tough challenges in measurement



“Goin’ to the candidates’ debate...”

- Traditional view:
“I know it’s complicated, honey.
I’ll decide for you.
And I’ll hide the scary stuff.”



- Modern view:
“You can handle it.
Here are gobs of data.
Watch out for the ones who scored low.”



To move people up Arnstein's ladder,
empower them:
increase their capacity
to take effective action.

**It's perverse
to keep someone in the dark
then say they're ignorant :-)**

Empowerment




“Increasing the capacity
of individuals or groups
to make choices [about what they want]
and to transform those choices
into desired actions & outcomes”

World Bank, 2002

e-Patient Dave

Toward a new science of patient engagement

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 JULY 6, 2015  BY E-PATIENT DAVE  23 COMMENTS

The best of medicine: my wife gets the new “muscle sparing” knee replacement

On Facebook Friday I **posted** this picture of my wife Ginny, saying “There is an astounding story behind this photo. Details Monday.” Well, it’s Monday.

As you read this, bear in mind, your mileage may vary – everyone’s different, this wouldn’t be appropriate for everyone, and Ginny herself played a big part in it.

The astounding story:



Google Translate



Select Language



Klout



e-Patient Dave



Howard Luks MD
@HJLuks





Us: “What do we do?? This hurts!”

- Hospital: a wide-eyed “WE don’t know...”
- Us: Google and Amazon



Paternal caring

Sensible – up to a point

“No, honey –
you don’t know
what you need.”

“I’ll take care of you.”

“I’ll decide for you.”



**When does
autonomy
become
appropriate?**





HELLO STORY **MEET DATA**



We derive meaning from your stories
and amplify your collective voice.

PVI's Approach – mine patient stories for insight

(2017 PV Impact Awards tonight at 6:30 PM, Kicking off Leapfrog Top Hospital Awards)

How Patients' View Institute Gathers Stories



Text



Voice Mail



Snail Mail



To a human being



Email



Photo & video

Patients are already sharing via social media:



Facebook “...hospital ratings posted on Facebook appear to correlate with hospital readmission rates and overall quality of care.”

Journal of General Internal Medicine, March 2015



Twitter “...is a relevant data source to obtain the patient perspective...”

83 % specified type of medical error

52 % expressed frustration

Journal of Patient Safety, January 11, 2016



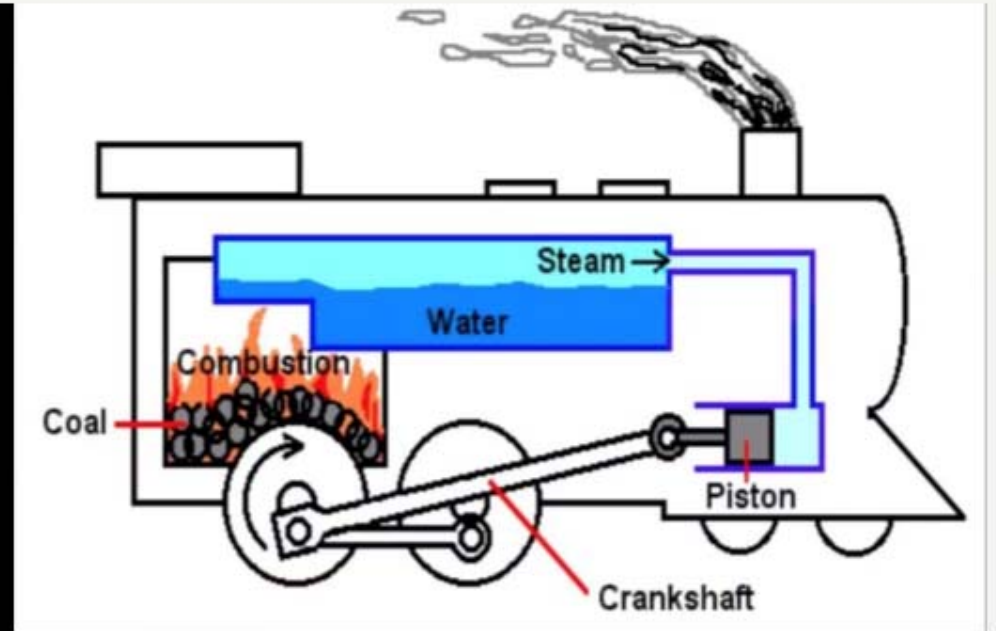
Yelp “...does a better job than the (HCAHPS) survey in rating the quality of hospital stays...went deeper into the patient experience...include the aspects of care *most important to patients and caregivers.*”

Health Affairs, April 2016

Venting

vs.

Empowerment



How steam engines work

UUHC: The “Unvarnished Truth” from patients themselves

U of U Health Care MyChart U of U Health Sciences Search

Find a Doctor Services Locations University Hospital Clinical Trials

Courtney L. Scaife, M.D.

Patient Rating:
★★★★★
4.8 out of 5
[95 Patient Ratings](#)
[100 Patient Comments](#)

Patient Comments

UofU Patient *September 17, 2016*
was thoroughly impressed with the physician.

UofU Patient *August 08, 2016*
Dr. Courtney Scaife is an excellent surgeon, she explains things very clearly, is very detailed and just amazing. I would recommend Dr. Scaife very highly.

UofU Patient *July 25, 2016*
It did feel like the provider is not as concerned for my condition as I am.

Patient Ratings

Likelihood of recommending care provider
4.9
★★★★★

My confidence in care provider
4.9
★★★★★

Time care provider spent with me
4.7
★★★★★

Care provider spoke using clear language
4.8
★★★★★

Care provider's effort to include me in decisions
4.8
★★★★★

Care provider's concern for questions & worries
4.8
★★★★★

UUHC: The “Unvarnished Truth” from patients themselves

- **ATTENTION** Website traffic up
- **SAFETY** UUHC in top 10
- **MARGINS** New pt. appointments up 8.9 %
- **PHYSICIAN PAY** up 42%

Healthcare professionals register here

iWantGreatCare

The trusted site for healthcare reviews

Ratings and reviews from patients like you. [NHS hospitals](#), [GP surgeries](#), [dental surgeries](#), [doctors](#), [dentists](#), [nurses](#), [opticians](#), [optometrists](#), [physiotherapists](#), [clinics](#), [pharmacies](#), [nursing homes](#), [hospices](#), [medicines](#), [treatments](#) and [wheelchair services](#).



Recent reviews

[Doctors](#)[Dentists](#)[Hospitals](#)[GP Surgeries](#)[Medicines](#)

Dr Winston De Mello

November 2017

By a patient

The most amazing man. I was so unhappy with a condition that i had had for over three years. I saw many other doctors, who claim to be specialists and were useless with their generic treatment plans - unless it's a standard condition that can be ...



Miss Syedda Abbas

November 2017

By a carer

She is an amazing lady .was wonderful to our 98 year mum .



home

NHS

The Observer

Doctors rage at being rated online

GPs fear a new website allowing patients to judge their competence will expose them to abuse and vendettas

Hoteliers, restaurateurs and artists have known the tension for years. They unveil their work and then stand back to await an avalanche of either praise or derision from the public, the critics and, more recently, an army of bloggers.

Now the nation's doctors are about to be exposed to the same sometimes arbitrary process of internet democracy. A website launching today, iwantgreatcare.org, will let patients rate and review every medic who has treated them. Doctors are still one of the most respected groups of professionals, but for how much longer?

Leaders of Britain's medical profession are furious about the site, which they claim will expose them to abuse, libel and even personal attack. It will carry everything from praise to vitriol about every one of the country's 40,000 general practitioners and 120,000 hospital doctors.

The doctor behind the site claims that letting the public give medics individual reviews and rate their performance - as they already do routinely with restaurants, West End shows and books bought through Amazon.com - will help to bring about higher standards of care.

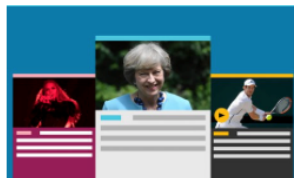
But the British Medical Association, the doctors' trade union, claims it will leave their members exposed to malicious vendettas and lead to libel actions over critical comments, which the website admits it will not vet before they are published.



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Denis Campbell, health correspondent

Saturday 12 July 2008
19.01 EDT



Guardian Today: the headlines, the analysis, the debate - sent direct to

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Was Michael Flynn asked to wear a wire in Mueller hunt for evidence on Russia?



Why did Roy Moore escape to Australia? Clues remain in the outback wilderness



My daughter needs plastic surgery - how can

iWantGreatCare

Certificate of Excellence 2017



IWantGreatCare Announce The Recipients Of The IWGC Certificate Of Excellence 2017

Added on 29th March 2017 in Awards, News, Press Articles & Interviews

This week iWantGreatCare announced the recipients of the iWGC Certificate of Excellence 2017. This award recognises excellence by those individuals and surgeries who have put patient experience at the centre of their care. By receiving regular reviews throughout the year and maintaining a high average score, they truly deserve to be acknowledged for this fantastic achievement.

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