



# Engaging Patients in New Care Delivery Models Using Health IT

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# Overview

- » National Partnership for Women & Families
- » Defining “Patient Centered Care”
- » Translating What Patient Centered Care means for Health IT

# The National Partnership

- » Nonprofit organization with 40 years of experience working on issues important to women and families.
  - ~ National level, as well as in states and communities
  
- » Priorities:
  - ~ Improve access to quality, affordable health care
  - ~ Promote fairness in the workplace
  - ~ Advance policies that help women and men meet the dual demands of work and family
  
- » Leads the **Consumer Partnership for e-Health**, a diverse coalition of consumer groups which has been working since 2005 to ensure that efforts to drive health IT adoption meet the needs of patients and their families.

# Definitions

## » Institute of Medicine

- Care that is respectful of and responsive to individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions.

## » Planetree

- An approach to the planning, delivery and evaluation of care grounded in mutually beneficial partnerships among providers, patients and families. It redefines relationships in health care.

# Definitions, ctd.

## » **Consumers & consumer orgs:**

1. Whole person care
2. Coordination and communication
3. Patient support and empowerment
4. Ready access

# “Whole person” care

- » Patients viewed as whole person rather than collection of body parts
- » Clinicians take time to really know *and remember* patients
  - ~ Requires health IT
- » Clinicians understand the full range of factors affecting a patient’s ability to get and stay well
- » Treatment recommendations align with patients’ values, life circumstances, preferences

# Coordination and communication

- » Providers organized in **teams**
- » A “**go-to**” **person** to navigate system, and help patients understand their condition and what they need to do
- » Help **choosing specialists** and getting appointments in a timely manner
- » Ensuring *other* providers have patient’s information ahead of time
  - ~ Health information exchange
- » Help patients **understand** results recommendations
- » Smooth **transitions** between settings
  - ~ Visit summary, summary record, care planning, med rec, etc

# Patient support and empowerment

- » Expanding patients' and caregivers' **capacity** to get and stay well (efficacy)
- » Support for **self-management** - tools and services that help patients and caregivers better manage their conditions
- » Patient **partnership** with clinicians – choosing treatment options, goals, plans, team members, etc.
- » **Trust and respect** – patient preferences, physical and emotional comfort, and privacy



# Ready access

- » Expand **access** beyond 5 minute phone call or 7 minute office visit
  - ~ eVisits, secure messaging, tele-medicine, etc.
- » Getting **appointments** promptly
- » Keeping **wait times** brief; and having care team members available when needed
- » **Accommodating** limited physical mobility, cognitive impairment, language barriers, or cultural differences

# Translating Patient-Centered Care to Health IT

- » Clinical information and information contributed by the individual is used to provide holistic care.
- » The right information is provided to the right person at the right time to ensure safety and quality.
- » Information is used to ensure that all people are treated fairly and equitably by our health care system.
- » Information is presented and used in ways that are meaningful to the individual.

# Translating Patient-Centered Care to Health IT

- » Information is available and shared in real time to increase accessibility, efficiency and affordability of care.
- » Information is exchanged privately and securely, without erecting unnecessary barriers to its use.
- » Communication of information results in seamless attention to health needs, regardless of an individual's physical location.

# Health IT and New Models: Consumer Roles

- » Agents of Change
- » Informed Decision Makers
- » Sources of Verification and Contextual Information
- » Integrators of Health into Daily Lives

**Source: *Consumer Platform for eHealth, 2011.***

[www.nationalpartnership.org/hit](http://www.nationalpartnership.org/hit)



**Thank you!**

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Consumer  
Partnership  
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