



# Patient-Centered Care Delivery

February 11, 2011

# Overview

- » **History/Mission of the National Partnership**
- » **Defining “Patient Centered Care”**
- » **The Case for Patient-Centered Care and Consumer Engagement**
- » **Priorities in Implementation**

# 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**
  - ~ Whole person care
  - ~ Coordination and communication
  - ~ Patient support and empowerment
  - ~ Ready access

# Change the Paradigm: Debunk the Myths

- » Myth #1: What patients say they want is nice and important but we don't have time – what matters is clinical outcomes.
- » Myth #2: Patients always want everything.
- » Myth #3: Doctors/clinicians know what patients want.
- » Myth #4: If we just build the system the right way, they will come.

# Why Do It?

- » What's in a name? PCMH
- » Environmental Trends
  - ~ Affordable Care Act, new models of care, new payment approaches
- » National Quality Strategy
- » Center for Medicare & Medicaid Innovation
- » ACOs

# Creating the Culture

## » Key Strategies & Tactics

- ~ Open communication patients -> care team
  - Electronic access to portable health info
  - Secure messaging
  - Shared decision making
  - Patient Experience Surveys used to improve (PCMH, HIT modules)

# Creating the Culture, ctd.

## » Key Strategies & Tactics

### ~ Expand involvement

- Patient & family advisory councils
- Involvement in redesign teams
- Appointment of individual patient/family advisors

### ~ See it from patients perspective

- Expectation for collaboration with patients and families in every job description
- Patient walk throughs
- Patients and families as faculty in staff trainings



# Selected Resources

~ Consumer principles, etc:

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

~ *If You Build It, Will They Come?*

Bechtel C, Ness D. Health Affairs May 2010, 29:5.

~ Engaging Patients & Families in the Medical Home

[www.pcmh.ahrq.gov](http://www.pcmh.ahrq.gov)

~ Care coordination measures atlas

[www.ahrq.gov/qual/careatlas/](http://www.ahrq.gov/qual/careatlas/)

~ What 'Patient-Centered' Should Mean:  
Confessions of an Extremist:

<http://content.healthaffairs.org/content/28/4/w555.full>

# In a phrase...or three

## » Consumer Engagement

- ~ Nothing about me without me
- ~ If you build it, will they come?
- ~ Not for them, *with* them



**Thank you!**

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[NationalPartnership.org](http://NationalPartnership.org)



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