

Engaging Patients, Families and Consumers Where They Live – A Health Determinants Approach

Bonnie L. Zell, MD, MPH
Senior Director, Population Health
National Quality Forum

The Eleventh Population Health and Care Coordination Colloquium
Philadelphia, PA
March 15, 2011

NQF's mission - improve the quality of American healthcare by:

- building consensus on national priorities and goals for performance improvement and working in partnership to achieve them;
- endorsing national consensus standards for measuring and publicly reporting on performance; and
-
- promoting the attainment of national goals through education and outreach programs.

A 48-Partner multistakeholder effort, including:

42 Voting Partners

- Consumers
- Purchasers
- Quality alliances
- Health professionals/providers
- State-based associations
- Community collaboratives & regional alliances
- Accreditation/certification groups
- Health plans
- Supplier & industry groups

Six Ex-Officio, Non-Voting Partners

AHRQ, CDC, CMS, HRSA, NIH, VHA

Co-Chairs:

Bernie Rosof, Physician Consortium for Performance Improvement

Margaret O'Kane, National Committee for Quality Assurance

The Difference Priorities Can Make

NATIONAL PRIORITIES PARTNERSHIP

Performance
measures developed
around priority areas

Public reporting,
payment, oversight, and
improvement programs
aligned with the
National Quality
Strategy

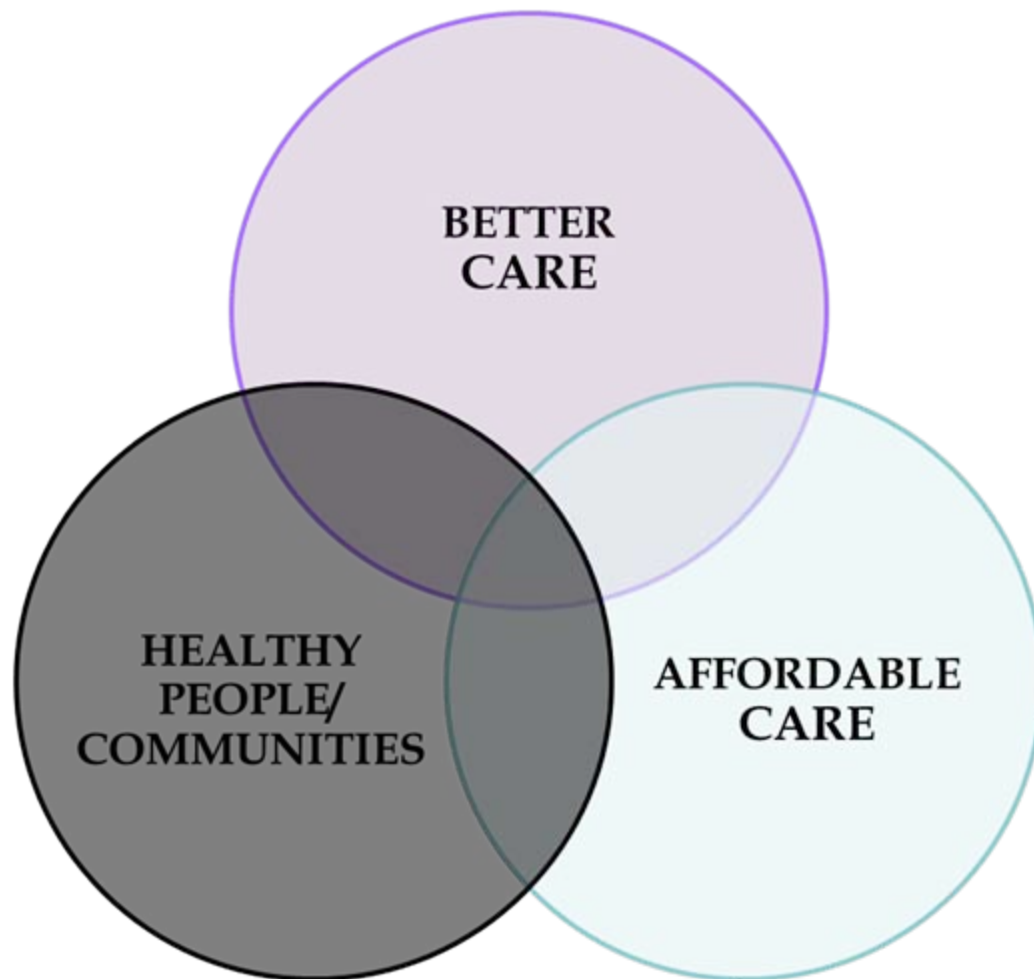
Multiple actions to
make improvements
in priority areas

Can get us
there faster...

WHERE WE ARE GOING

Better Care, Affordable Care, and Healthy People/Healthy Communities

HHS's Proposed Domains & Principles for National Quality Strategy



Principles reflect:

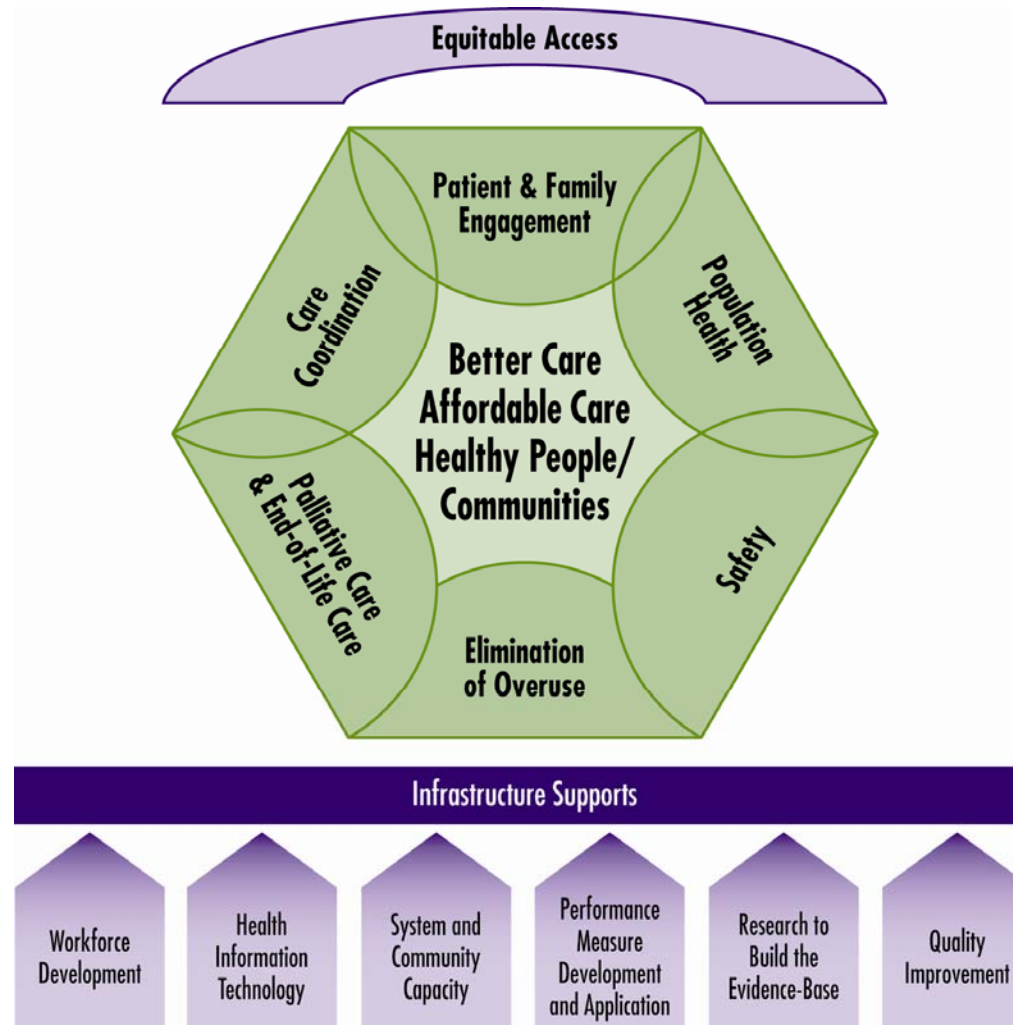
- Patient-centeredness and family engagement
- Quality care for patients of all ages, populations, service locations, and sources of coverage
- Elimination of disparities
- Alignment of public and private sectors

National Priorities: Overarching Objectives



- **Patient and Family Engagement**—Engage patients and families in managing their health and making decisions about their care
- **Population Health**—Improve the health of the population
- **Care Coordination**—Ensure patients receive well-coordinated care within and across all healthcare organizations, settings, and levels of care
- **Palliative Care and End-of-Life Care**—Guarantee appropriate and compassionate care for patients—and their family caregivers—with chronic, advanced, or terminal illness
- **Safety**—Improve the safety and reliability of America’s healthcare system
- **Overuse** – evidence-based care to address unwarranted variation in cost or outcomes
- **Access**—Ensure that all patients have access to affordable, timely, and high-quality care; eliminate overuse while ensuring the delivery of appropriate care
- **Infrastructure Supports**—Promote systems that support workforce development, health information technology, system and community capacity, performance measurement, research, and quality improvement

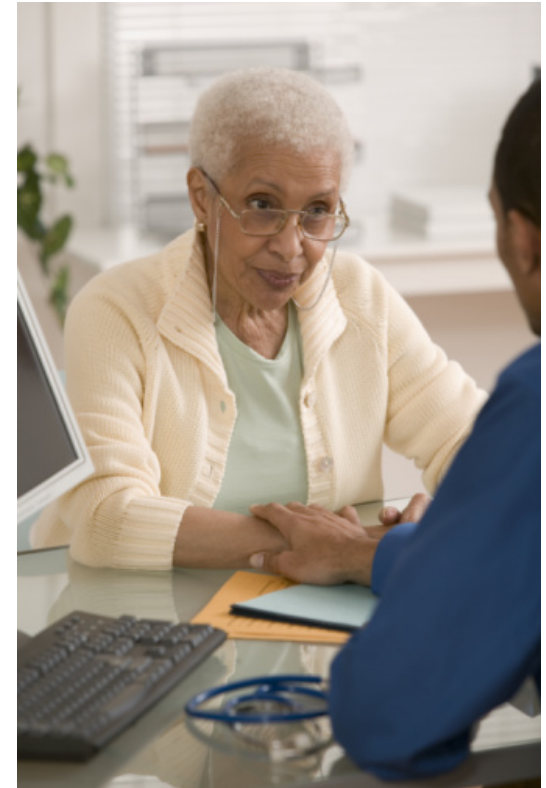
NPP's Recommended National Priorities



NATIONAL PRIORITY

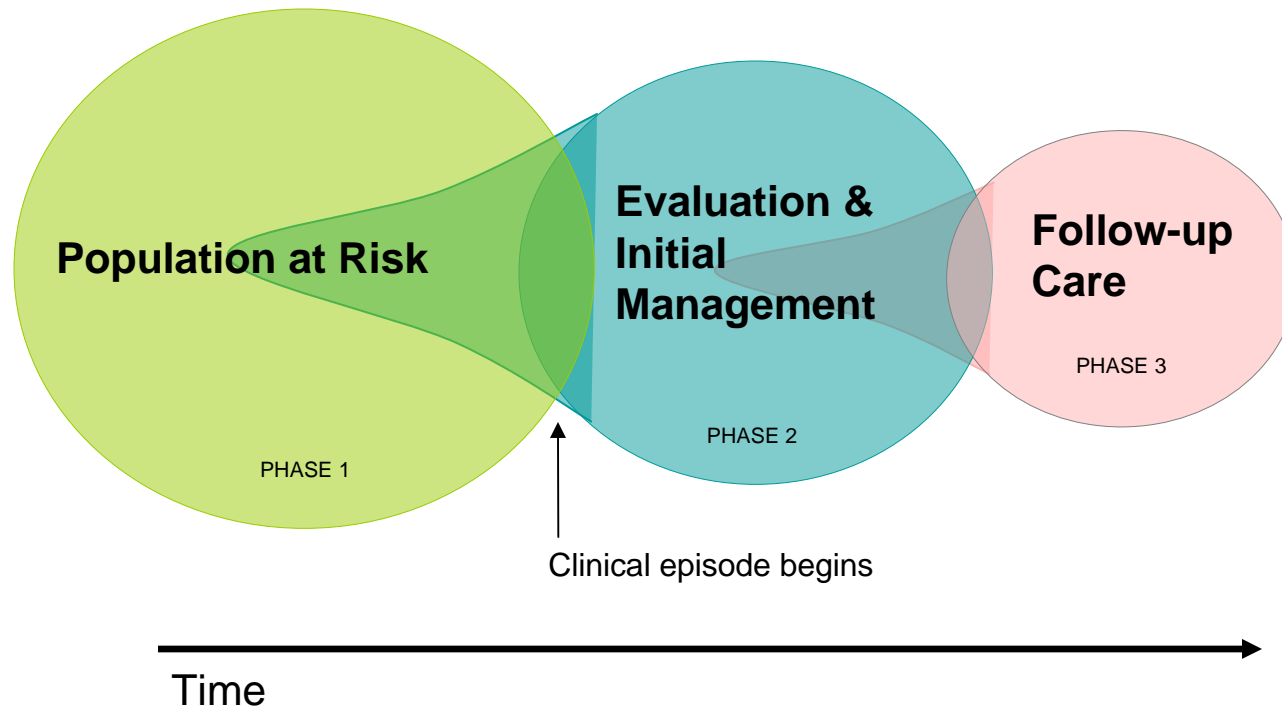
Patient and Family Engagement

- Engage patients and their families in managing their health and making decisions about their care
- Areas of focus:
 - Patient experience of care
 - Patient self-management
 - Shared decisionmaking



- Ensuring the availability and accessibility of high-quality information to assist consumers in making informed choices about their care
- Providing information that is culturally and linguistically appropriate
- Encouraging shared decision-making between patients and their healthcare providers

Patient-Focused Episodes Model



End of Episode

- Risk-adjusted health outcomes (i.e. mortality & functional status)
- Risk-adjusted total cost of care

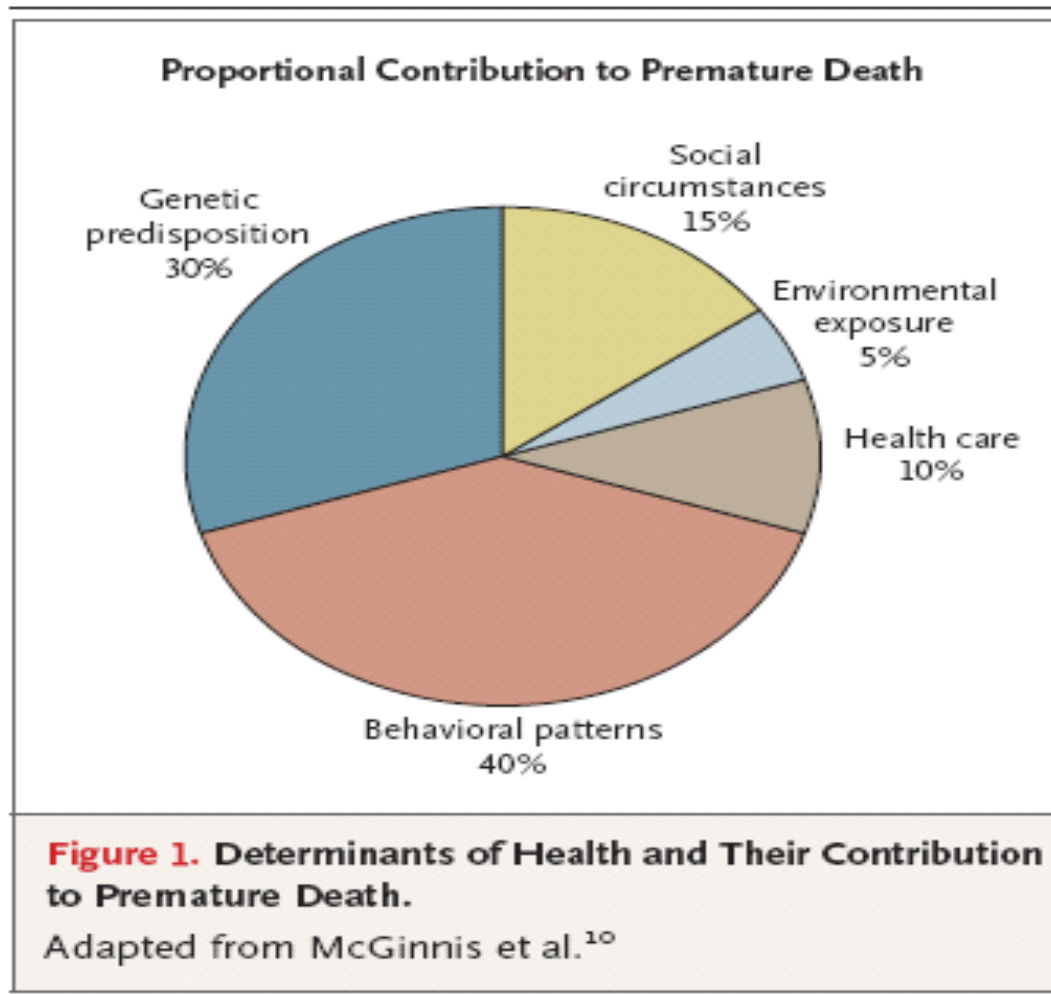
Appropriate Times Throughout Episode

- Determination of key patient attributes for risk adjustment
- Assessment of informed patient preferences and the degree of alignment of care processes with these preferences
- Assessment of symptom, functional, and emotional status

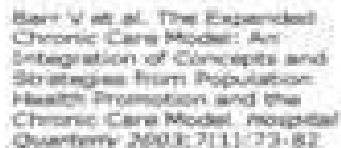
Health of
individuals and populations
within their communities

- Health happens:
 - one person at a time
 - one day at a time
 - one decision at a time
- Within the context of where and how people live:
 - where they work, learn, play, shop
 - influenced by their level of education, income, employment
 - determined by their access to healthy food, safe environments, available transportation, healthcare services
- Health does not happen primarily within healthcare sector:
 - it happens within the context of each person's life –
 - their cultural, social, and economic frameworks modified by their values and priorities

Determinants of Health



NQF
THE NATIONAL QUALITY FORUM



For more information, visit our web site at www.qualityforum.org.

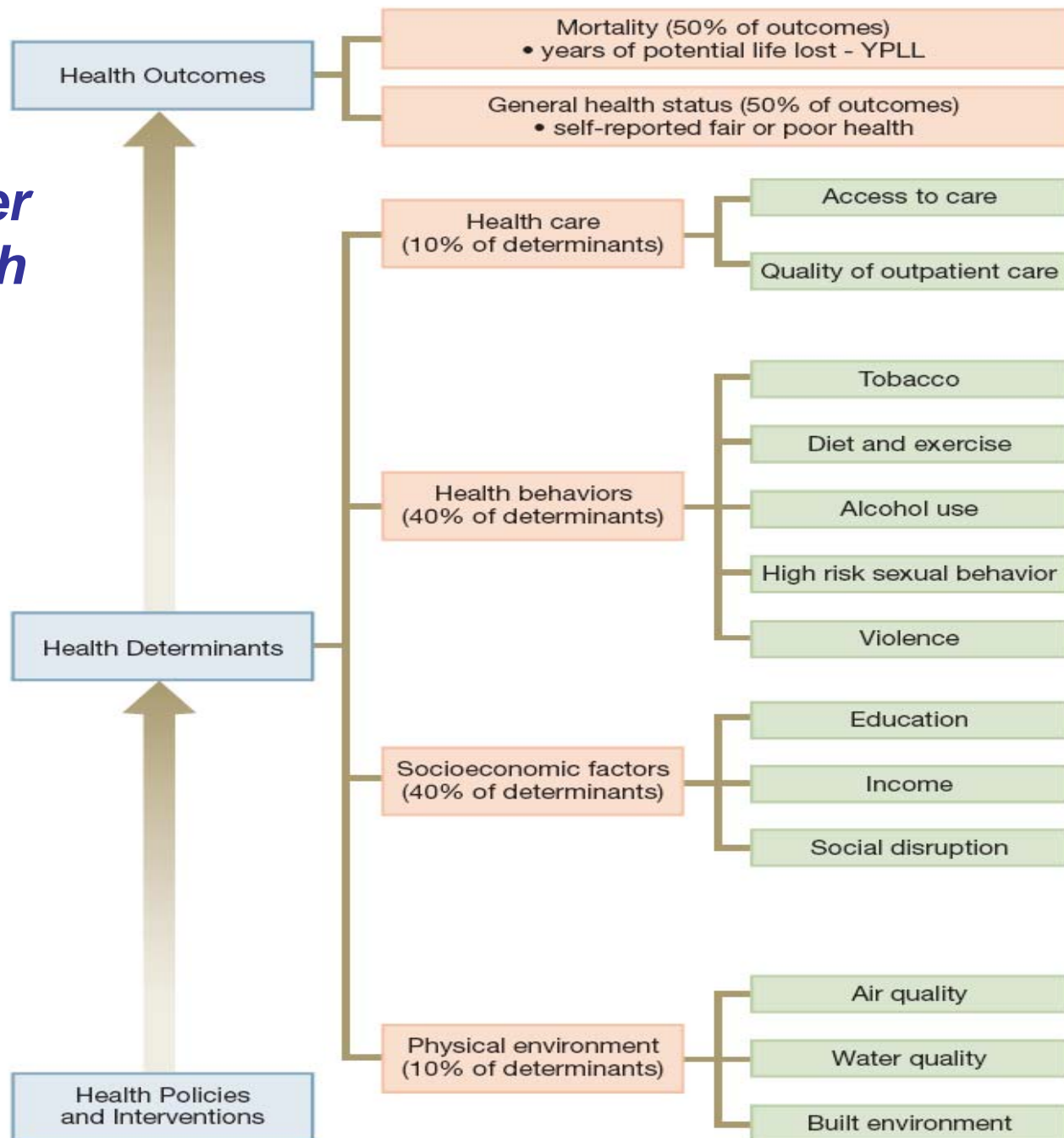
Community Need Index

Figure 1

Comparison of CNI Scores for High-Need and Low Need Communities

		Green Valley, AZ 85614		Compton, CA 90220	
Barrier	Indicator	Indicator %	Barrier Score	Indicator %	Barrier Score
Income	Elderly Poverty	3%	3	17%	4
	Child Poverty	8%		27%	
	Single Parent Poverty	32%		40%	
Cultural	Non-Caucasian	8%	2	97%	5
	Limited English	1%		16%	
Education	Without HS Diploma	9%	1	45%	5
Insurance	Unemployed	4%	2	15%	5
	Uninsured	13%		32%	
Housing	Renting %	12%	1	38%	4
Final CNI Score			1.8 (Low Need)		4.6 (High Need)

Better Health



**Mobilizing
Action
Toward
Community
Health
(MATCH)**

**University of
Wisconsin**

**Population
Health
Institute**

Need to bring context of individuals into healthcare to ensure interventions are appropriate:

- Neighborhood
 - » safety/crime
 - » access to fresh fruits and vegetables
 - » access to safe places to exercise
 - » lighting at night
 - » safe parks
 - » transportation

Need to engage with individuals where they spend their time:

- Homes
 - » stress level
 - » number of individuals in home
 - » relationships
 - » isolation
 - » social cohesion

Need to engage with individuals where they spend their time:

Worksite:

- Benefits (clinical preventive services)
- Health promotion support
 - » support gym membership
 - » on-site smoking cessation programs
 - » weight loss support
 - » stress level
 - » access to healthy food
 - » access to exercise
 - » health promotion programs

Need to engage with individuals where they spend their time:

Schools:

- Health education
- Health promotion support
 - » access to healthy school lunch and vending machine options
 - » physical education mandates
 - » recess
 - » health promotion programs

Increase awareness of patients and families so they understand the value of:

- responding to patient experience surveys
- using publicly reported information

Involve patient and families in:

- survey design and testing
- in development of other measures and mechanisms for providing feedback on patient experience of care

Engage patients in governance structures:

- patient/family advisory councils
- other opportunities to shape care delivery
- practice redesign

Educate all stakeholders to value of:

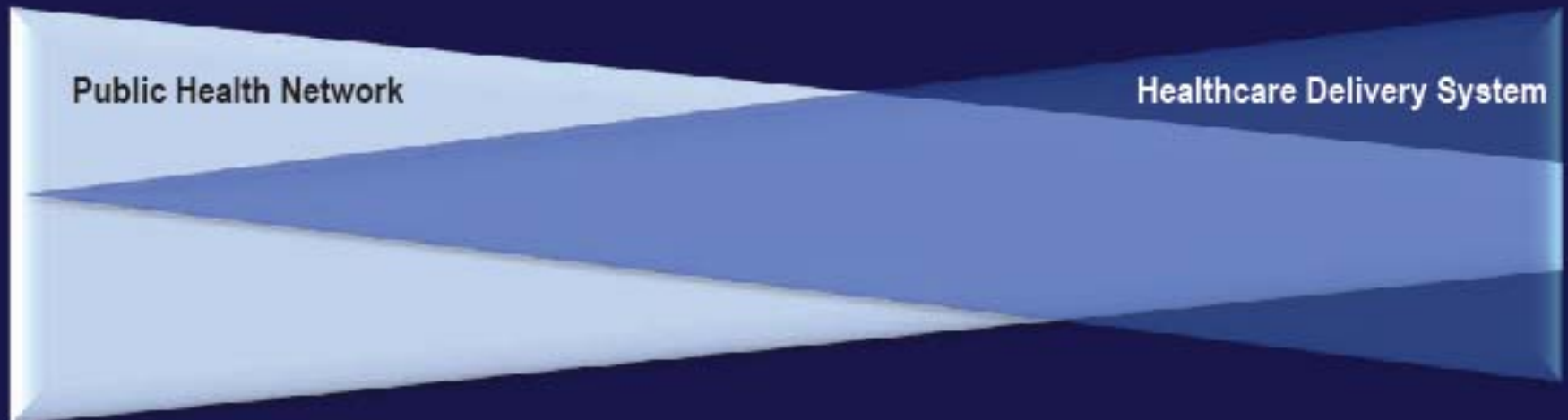
- capturing patient experience
- sharing of evidence that patient care experience and patient/family engagement are critical to successful health outcomes.

- Patient-focused orientation
 - Follows the natural trajectory of care over time
- Directed at value
 - Quality, costs, and patient preferences
- Emphasizes care coordination
 - Care transitions and hand-offs
- Promotes shared accountability
 - Individual, team, system
- Addresses shared decision making
 - Attention to patient preferences
- Needed to support fundamental payment reform

Patient-Focused Episodes Framework Domains

- Patient-level outcomes (better health)
 - Morbidity and mortality
 - Functional status
 - Health-related quality of life
 - Patient experience of care
- Processes of care (better care)
 - Technical
 - Care coordination/transitions
 - Decision quality – care aligned with patients' preferences
- Cost and resource use (less overuse, waste, misuse)
 - Total cost of care across the episode
 - Patient opportunity costs

A Health System: Health Protection for Life!



*Health Protection: Health Promotion,
Prevention, and Preparedness*

Disease Care

Thank You

Bonnie L. Zell, MD, MPH
Senior Director, Population Health
National Quality Forum

bzell@qualityforum.org