



# Engaging Patients More Effectively: The Interactive Care Model ®

*Population Colloquium Pre-Conference*

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# O'NEIL CENTER

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Advancing the science of patient and family engagement

Karen Drenkard is the SVP/ Chief Nurse and Chief Clinical Officer of the  
O'Neil Center at GetWellNetwork

Their presentation will be free of any commercial bias.

# Learning Objectives

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Define patient and family engagement and understand the state of the science

Describe an Interactive Care Model to more effectively engage people in their care

Explore the foundation elements that contributed to the development and application of a Person Engagement Index, to determine a persons capacity to be engaged in their care

# Defining Patient Engagement

- Center for Advancing Health: “actions individuals take to obtain the greatest benefit from the health care services available to them” (2010)
- The concept of engagement captures the notion that patients are involved in their care – “actively processing information, deciding how best to fit care into their lives, and acting on decisions.” (Gruman, 2010)
- **Coulter (2013) offers that patient engagement is “the relationship between patients and health care providers as they work together to promote and support active patient and public involvement in health and health care and to strengthen their influence on health care decisions, at both the individual and collective levels.”**

# Evidence Linking Interventions to Outcomes is Emerging

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- Early outcome studies show better quality outcomes
  - Balik, 2011, IHI Innovation series white paper, inpatient hospital care
- Patients more involved in their care are better able to manage complex chronic conditions
- Anderson, Funnell, Butler and Arnold (1995) Patient empowerment and diabetes care
- Huang, E. (2007) Cost effectiveness of improving diabetes care
- Measures of patient engagement are still in development
- NQF measures in development for patient and family centered care
  - Phase I – Care measures
  - Phase II – Quality of life and functional status
- Patient Activation Measure – PAM<sup>®</sup> score

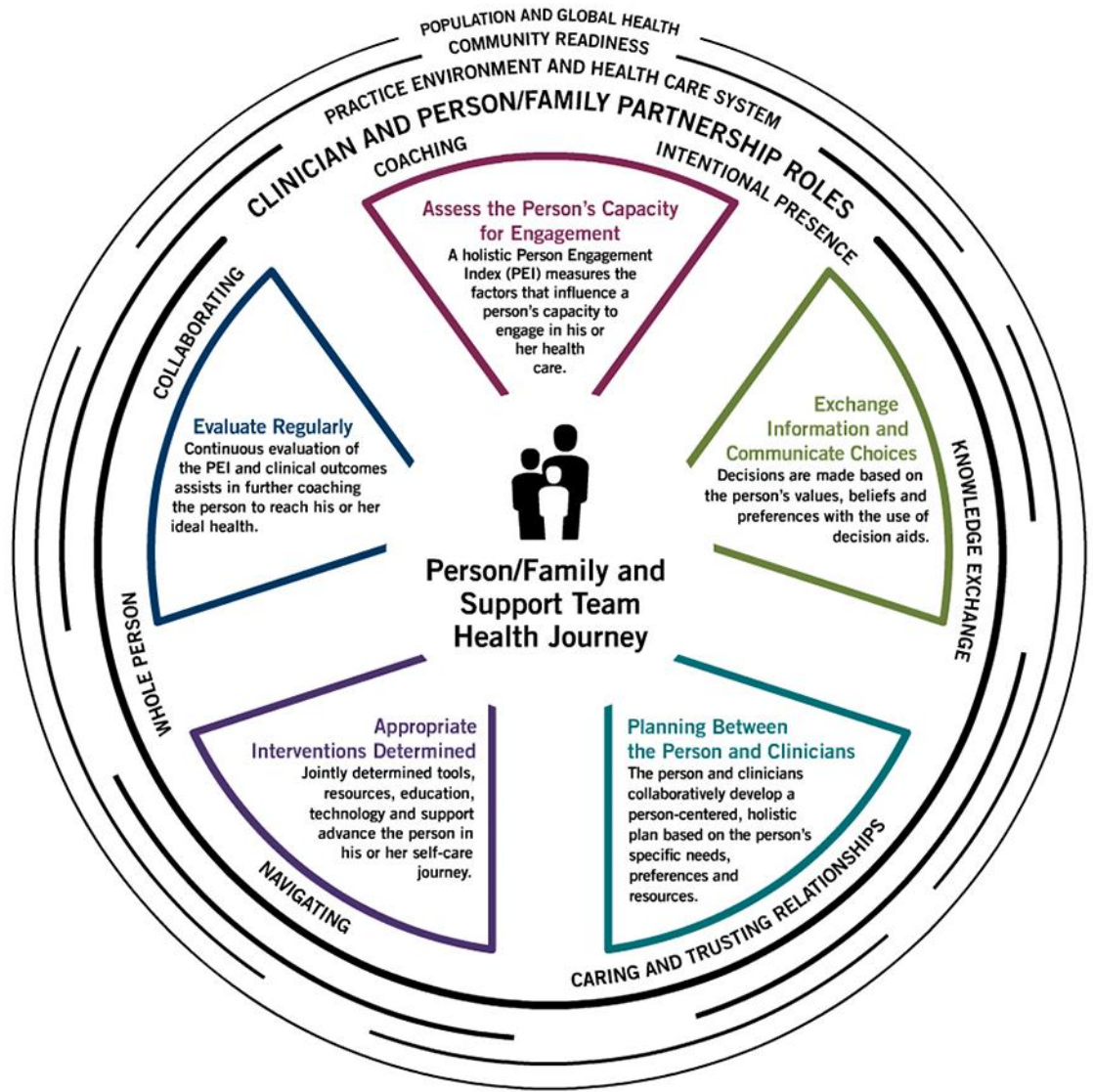


# Interactive Care Model ©

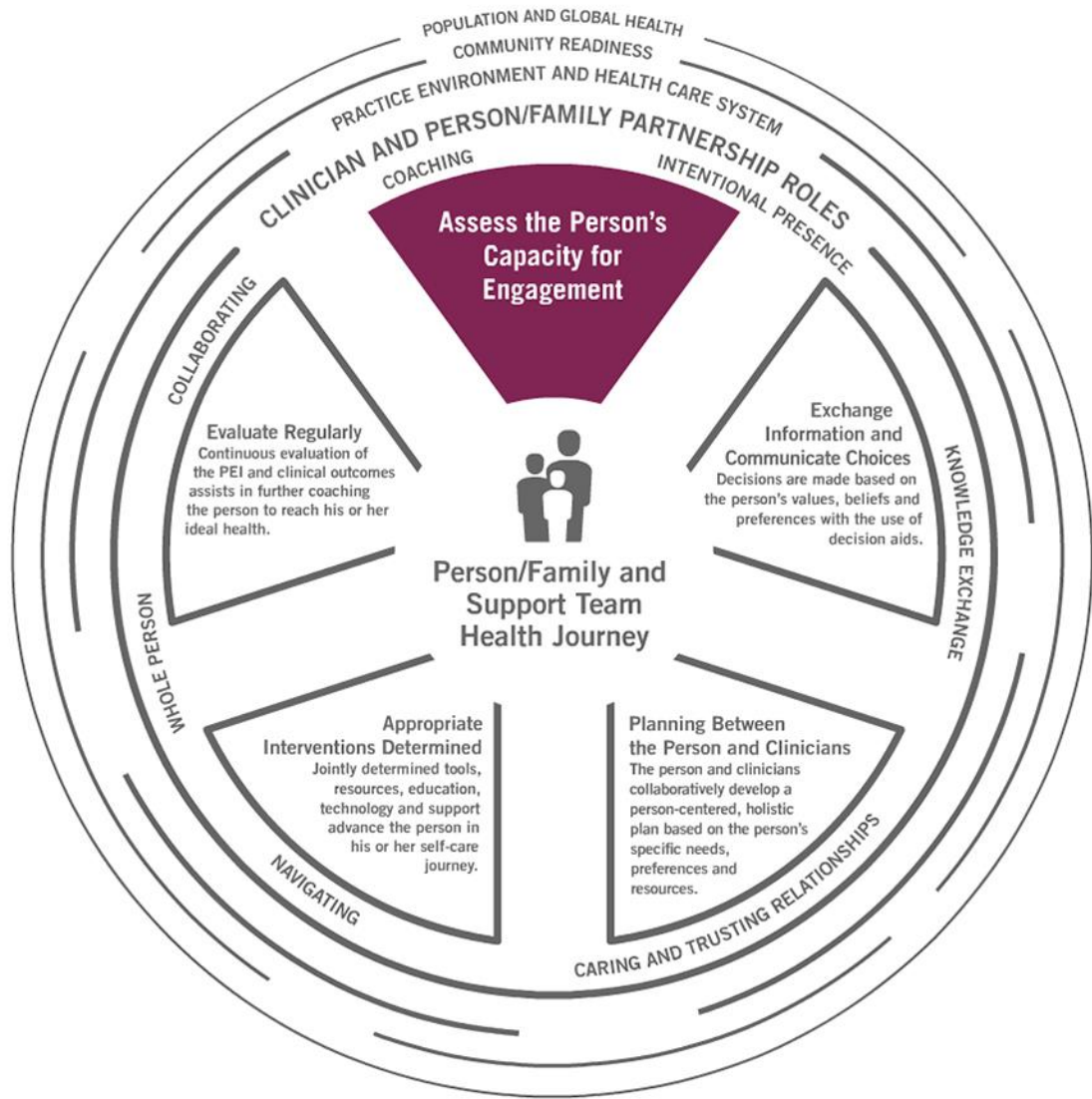
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**Interactive Care Model**  
 Rethinking the person/  
 family/care partner and  
 clinician relationship to  
 better engage people in  
 their health care journey.



# PHASE 1





# Assess the Person's Capacity for Engagement

A holistic Person Engagement Index (PEI) measures the factors that influence a person's capacity to engage in his or her health care.

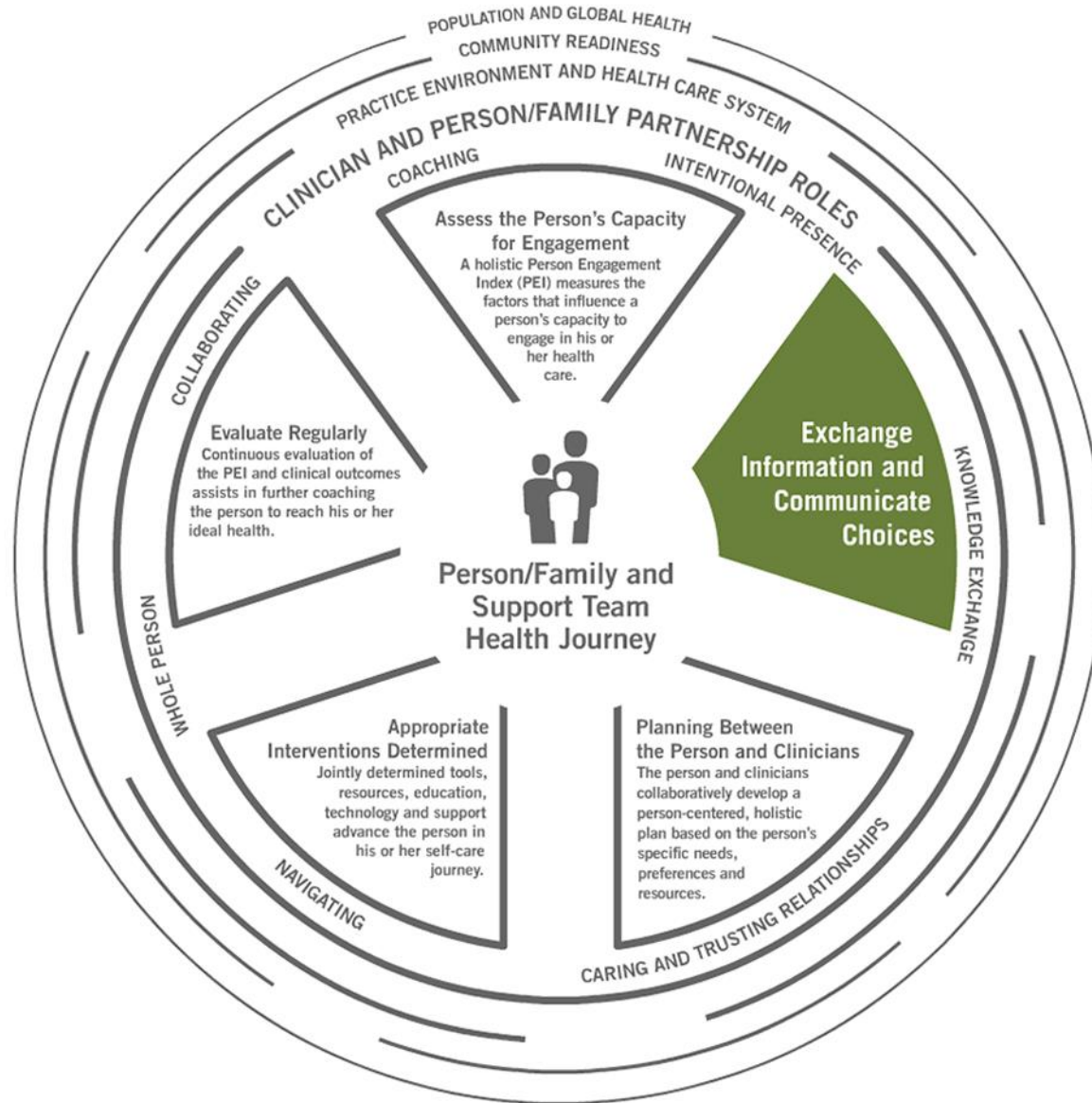


# Person Engagement Index

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- Measures Assessment Phase of the Interactive Care Model
- Eight Hypothesized Domains for Consideration:
  - Patient Preferences
  - Health Literacy (Knowledge of Health Status)
  - Psychosocial Support
  - Activation (Motivation)
  - Safety Involvement
  - Technology Use in Healthcare
  - Preventative Actions
  - Disease Burden

# PHASE 2



## **Exchange Information and Communicate Choices**

An egalitarian exchange of information factors in choices based on beliefs and cultural preferences.



# PHASE 3



# PHASE 4



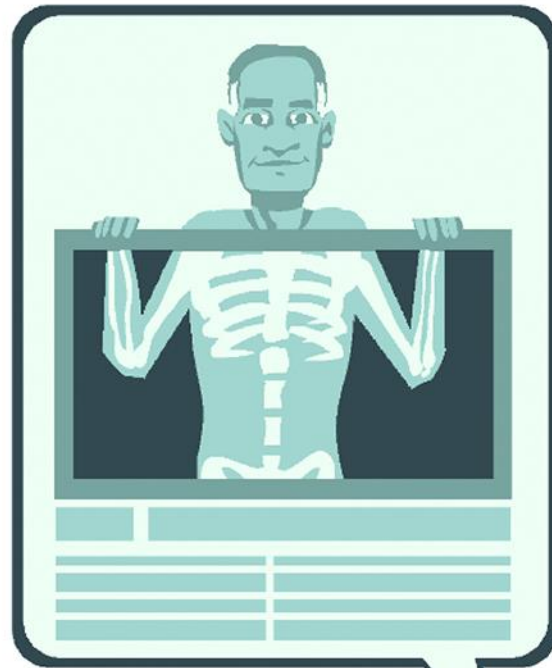
## Appropriate Interventions Determined

Jointly determined tools, resources, education, technology and support advance the person in his or her self-care journey.



## **Appropriate Interventions Determined**

The person receives the right education at the appropriate time to advance his engagement in his health care journey.





# PHASE 5



PRACTICE ENVIRONMENT  
**CLINICIAN AND PERSON/FAMILY COACHING**

**Assess the Person for Engagement**  
A holistic Person Engagement Index (PEI) measures factors that influence a person's capacity to engage in her health care.

**Evaluate Regularly**  
Continuous evaluation of the PEI and critical outcomes assists in further coaching the person to reach his or her ideal health.



**Person/Family Support  
Health Journey**

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## Evaluate Regularly

Both the person and clinician are engaged in continuous evaluation of the person's capacity to engage and his clinical outcomes.



