

A silhouette of a woman and a child walking away from the camera on a paved path. The woman is on the left, holding the child's hand. The child is on the right, wearing a striped shirt and dark pants. The path is flanked by grassy fields. The background is a bright, hazy sky, suggesting a sunrise or sunset. The overall image has a purple tint.

Leveraging Patient Engagement to Improve Health Outcomes

University of Minnesota

June 2018

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Senior Vice President/Chief Clinical Officer & Chief Nurse



1

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

2

Describe how the Person Engagement Index[®] is applied to practice to impact a persons capacity to be engaged in their care

3

Explore how technology can be leveraged to improve outcomes and impact a persons ability to be engaged in their care

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our mission.

**To help people
take an active
role in their
health journey.**



O'NEIL CENTER

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Advancing the science of patient and family engagement

Research Gaps

The work of the Clinical Advisory Council identified:

- A need for a care delivery model to transform care for clinicians to partner with patients in their care
 - Developed Interactive Care Model© in 2015
- A need for an assessment tool to measure a person's capacity to engage in their healthcare
 - Developed and tested Person Engagement Index in 2016
- Need for current literature updates on patient and family engagement initiatives
 - Developed Annotated Bibliography & Evidence Matrix – updated quarterly on O'Neil Center website.

A photograph of a female healthcare provider with a stethoscope around her neck, smiling warmly at an elderly male patient. The image is overlaid with a semi-transparent blue filter.

patient engagement defined

“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.”

Coulter, 2013

What the Patient Wants...

**FOR THEIR
VOICE TO
BE HEARD**

The role of the clinician in creating a different way to engage people in their care

A Mind Shift

“As clinicians, we have conditioned people to be passive recipients of care.”

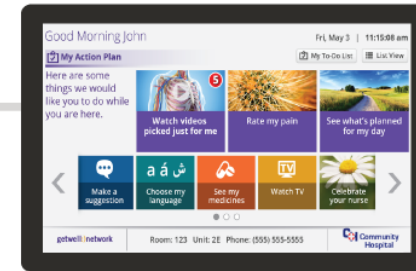
**Bev Johnson, RN Executive Director,
Institute for Patient and Family Centered Care**

The Patient's Platform

THE VENUES

THE WHITE SPACES

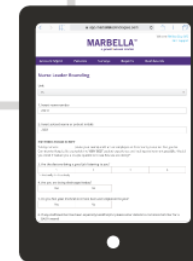
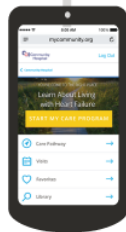
AMBULATORY CLINICS



PHARMACY

REFERRAL

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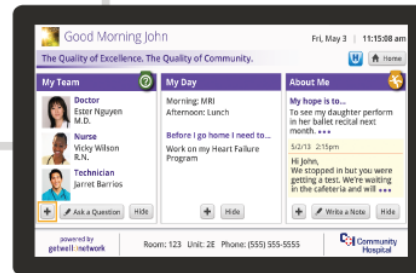


DISCHARGE

HOME & LONG-TERM CARE



FOLLOW-UP



INPATIENT & SPECIALTY CARE

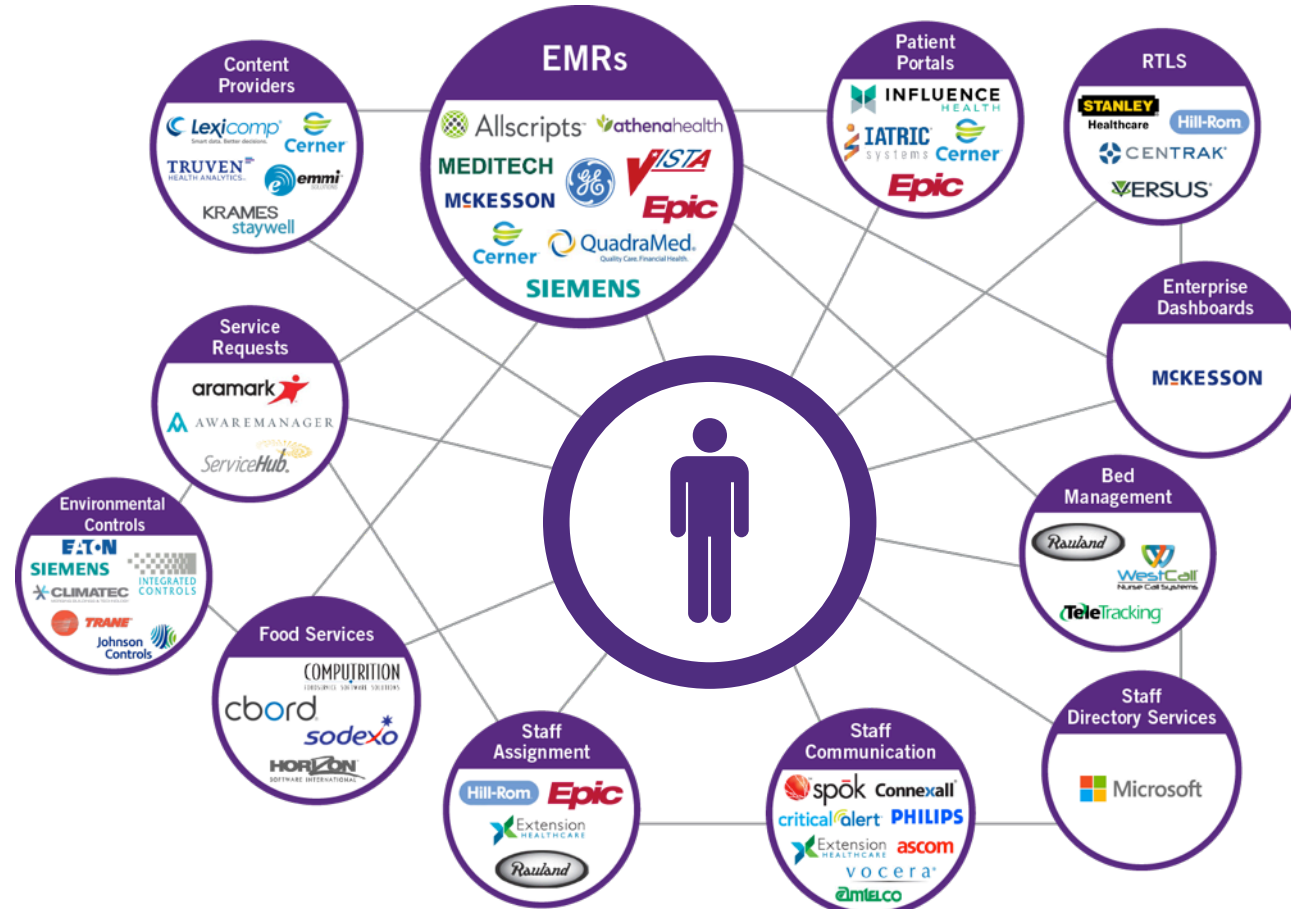
Interoperability & Technology Partners

Patient-centered interoperability approach brings disparate HIT systems together to impact patient care directly

1,000+
LIVE
INTEGRATIONS

150+
DIFFERENT IPC
INTERFACES

46
DIFFERENT HIT
VENDOR
SYSTEMS





What is Precision Engagement?

“The ability to uniquely engage each patient with the **right information**, at the **right time**, in the **right setting**, according to his or her individual **capacity** to engage.”

PRECISION ENGAGEMENT™

Uniquely engage each patient with the right information, at the right time, according to his or her individual capacity to engage.



**Published
Clinical Model**



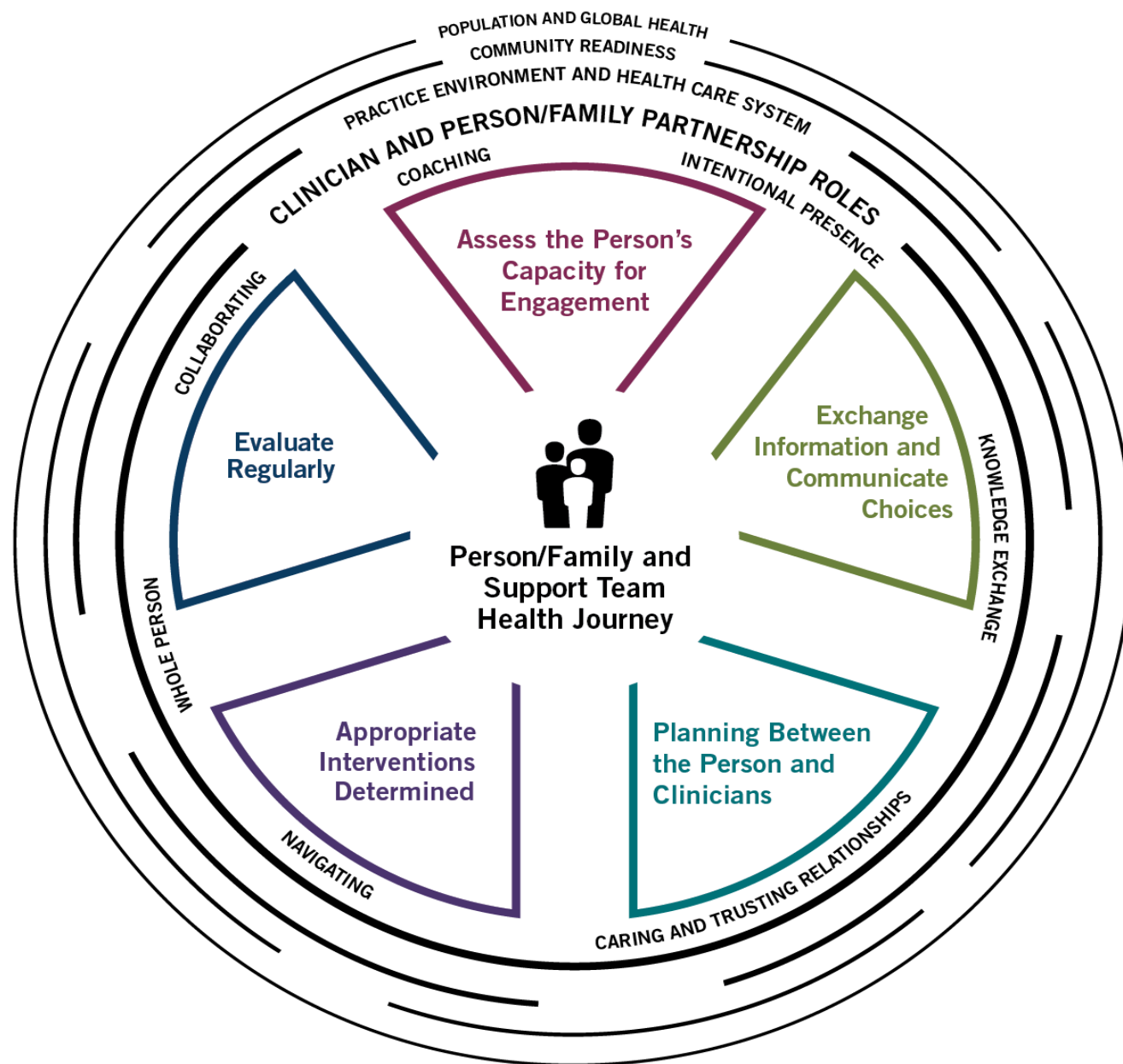
**Unique Data
and Insights**



**Cross-Continuum
Patient Engagement**

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Published Clinical Model



Interactive Care™: A groundbreaking clinical process model that provides healthcare professionals with new skills and workflows to transform care delivery.



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.

CLINICAL

ROLES
AL PRESENCE





78
Ted

52
Luis

66
Amy

36
Bob

72
Ruth

93
Sara

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Advancing the science of patient and family engagement

Assess the Person's Capacity for Engagement

Measure the factors that influence a person's engagement in his or her care.

I am motivated to take charge
of my health care.

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

PHASE 2



CARE SYSTEM
/FAMILY PARTNERSHIP ROLES
INTENTIONAL PRESENCE

Person's Capacity
Engagement
Person Engagement
(EI) measures the
that influence a
n's capacity to
age in his or
her health
care.



'Family and
ort Team
:h Journey



Exchange Information and Communicate Choices

Decisions are made based on the
person's values, beliefs and
preferences with the use of
decision aids.

PHASE 3



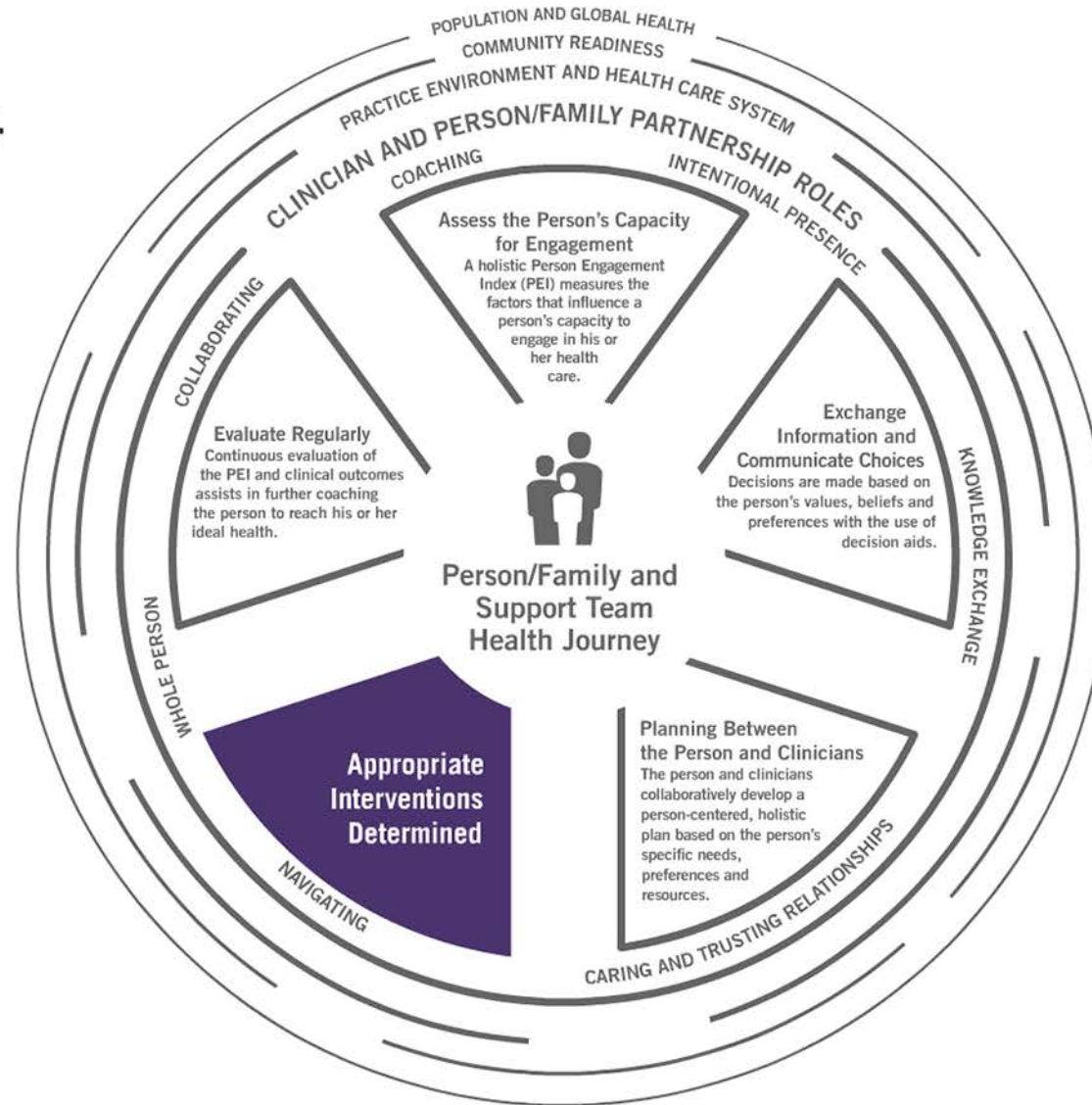
Planning Between the Person and Clinicians

The person and clinicians collaboratively develop a person-centered, holistic plan based on the person's specific needs, preferences and resources.



Planning Between the Person and Clinicians
The person and clinician work together to develop a person-centered, holistic plan based on the person's specific needs, preferences and resources.

PHASE 4



Appropriate Interventions Determined

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



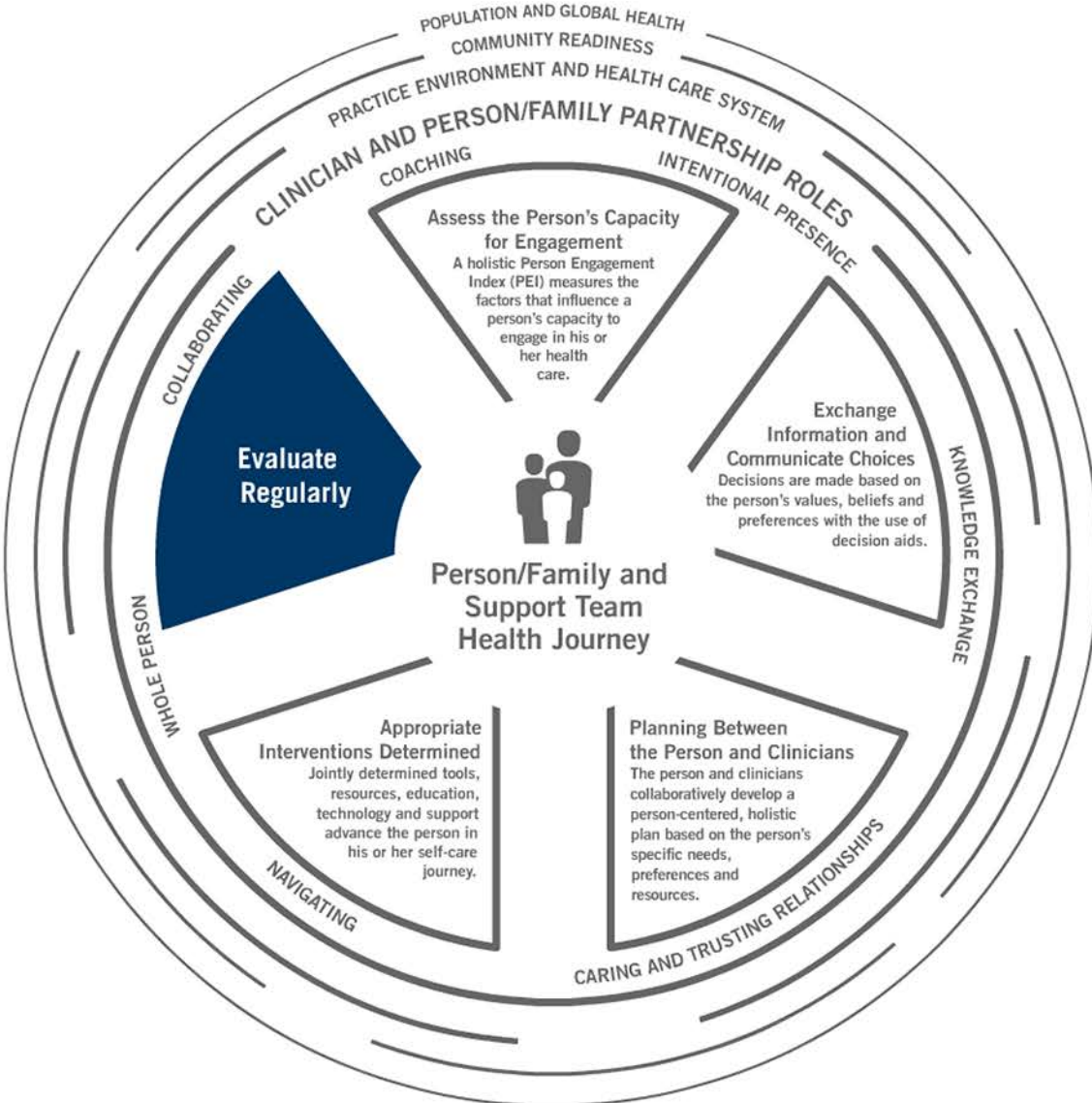
Appropriate Interventions Determined
The person receives the right education at
the appropriate time to advance his
engagement in his health care journey.

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/FAM
COACHING

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

**Assess the Person
for Engage**
A holistic Person E
Index (PEI) mea:
factors that infl
person's capa
engage in h
her healt
care.



**Person/Fam
Support
Health Jo**

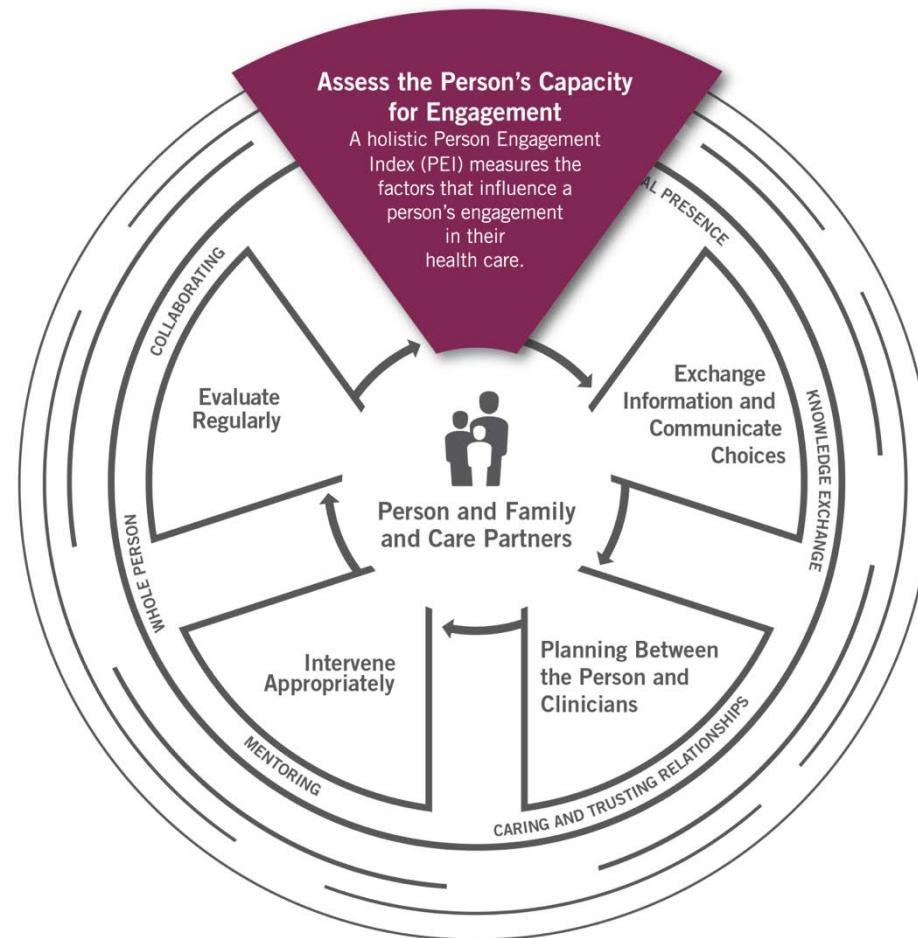
Evaluate Regularly

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



INTERACTIVE CARE MODEL™

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



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Person Engagement Index

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PEI Reliability

	Cronbach's Alpha
Overall	.896
Engagement in Healthcare	.885
Technology Use in Healthcare	.854
Proactive Approach to Healthcare	.728
Psychosocial Support	.880

Application of PEI Score

Using the assessment index of a person's capacity to be engaged

PEI Score	Exchange information and communicate choices	Planning between person and clinician	Appropriate interventions determined	Evaluate regularly
LOW	Assess current knowledge and understanding of health status	Start with small, manageable, goals which can be achieved	Educational topics tailored to the individual's current knowledge level, preferences and values	Incremental improvements can be evaluated through review of documentation in log
MEDIUM	Can describe healthcare status and shares credible information	Discuss options for healthcare goals	Accesses resources to assist with achieving healthcare goals	Monitoring one's progress to healthcare goals
HIGH	Understands healthcare options and good rationale for choices to self-manage health	Sets healthcare goals as part of the healthcare team	Shared decision making for interventions	Maintaining optimal health status based on goals

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PEI Practice Cohort

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Purpose of the PEI Practice Cohort

The PEI Practice Cohort convenes organizations committed to demonstrating methods and models that engage persons in their care journey through the innovative application of the PEI for population health. Through shared learning and clinical coaching support, participants generate, implement and evaluate clinical practice applications that transform care and lead to improved outcomes.

Participant Summary

- 9 organizations across the United States
- Inpatient and outpatient demonstration projects
- QI and formal research with IRB approval
- Integration of PEI with clinical record or cloud-based database management
- Inpatient and outpatient settings
 - Television console
 - Ipad

DETAILS

- **Populations:** COPD, CHF, Joint Replacement, Spine Surgery, Diabetes
- **Aim:** How are care interventions informed by the PEI scores, specifically PEI subscale scores?
- **Outcomes:** What outcomes are achieved as a result? (e.g. decreased readmissions, medication adherence, management of risk factors)

PEI Practice Cohort Participants



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Technology Application in Practice: Workflows that Drive Outcomes

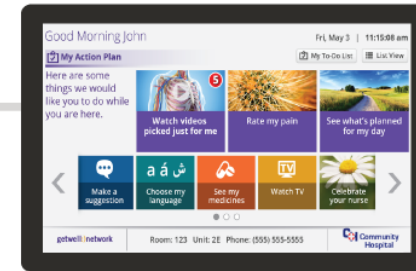
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The Patient's Platform

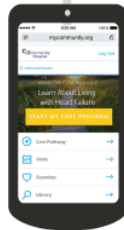
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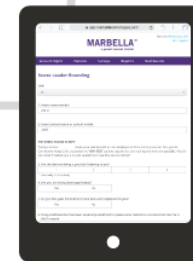
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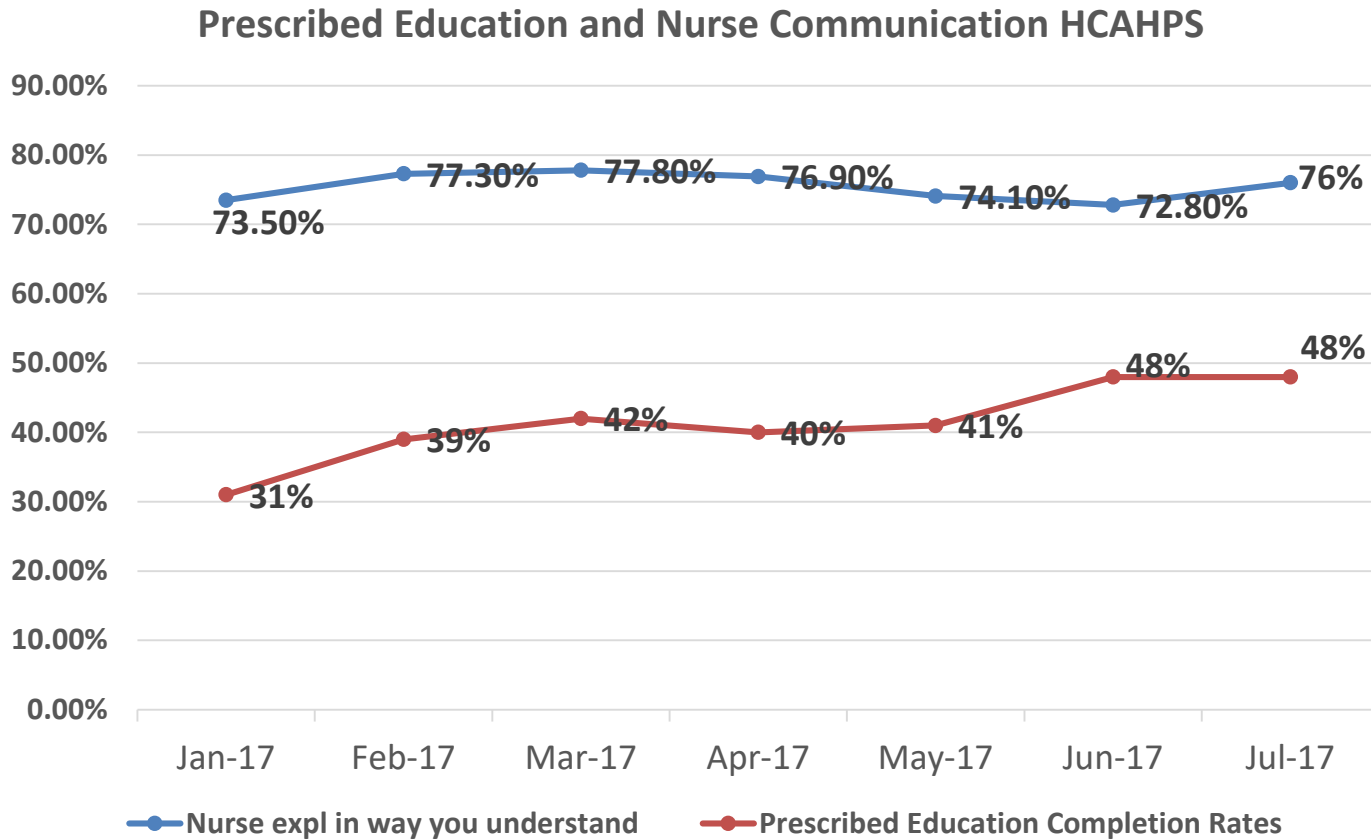


Technology at the Point of Care Transforms Practice

- Empowers patients and families to:
 - ✓ Learn more about their condition
 - ✓ Set care goals
 - ✓ Provide real time feedback
 - ✓ Practice self management of chronic conditions
 - ✓ Stay connected to providers
 - ✓ Receive the right care at the right setting at the right time
- Predicts adverse outcomes and machine learning processing of clinician notes
- Improves empirical outcomes



Improved patient education leads to improved satisfaction with nurse communication



SUCCESS STRATEGY

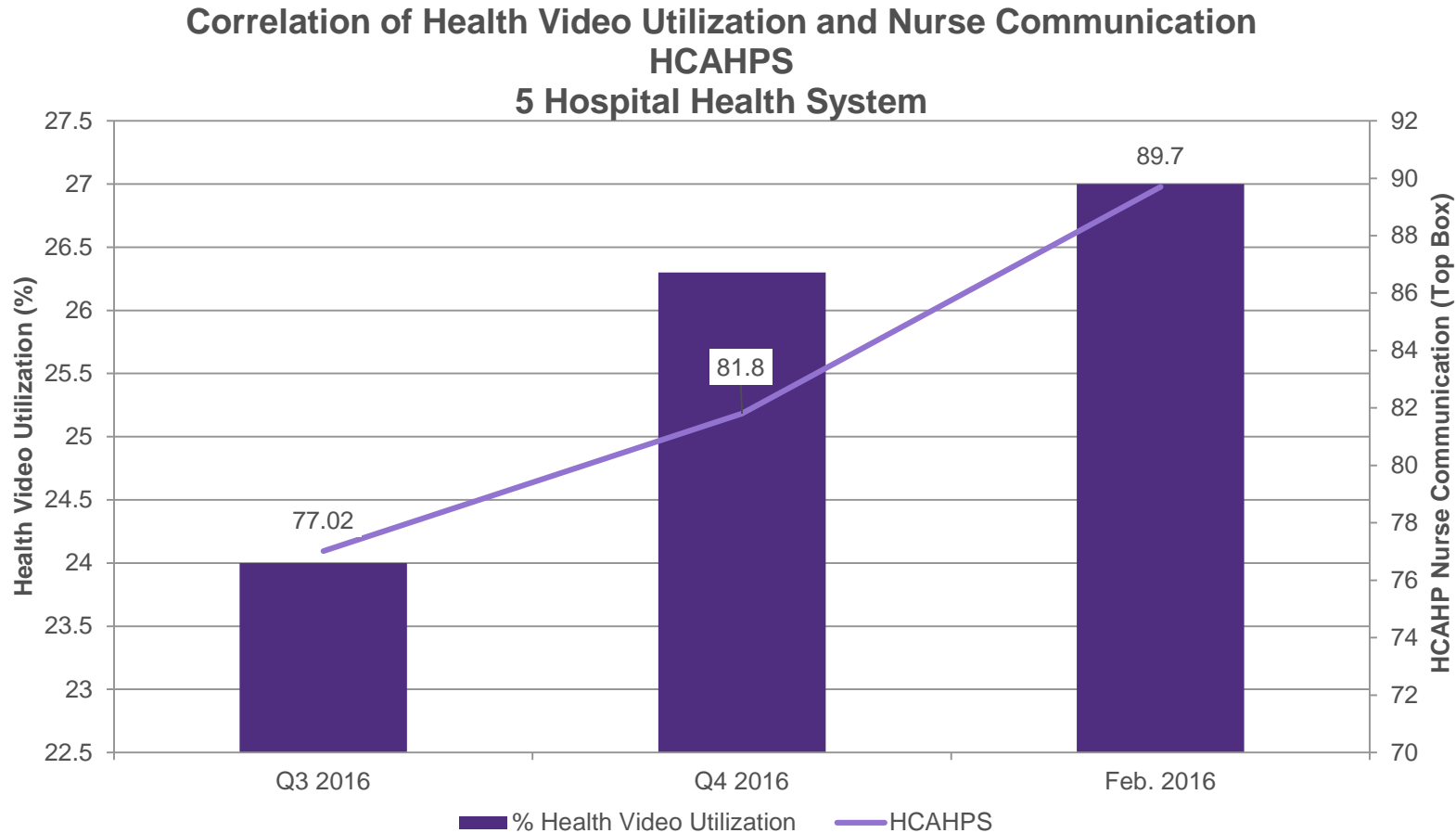
Committee created by Nurse Managers

- Staff go through a 3 day mandatory training session and receive small recognition upon completion
- Rounding on the units to talk with staff and patients and discuss patient education
- Weekly reports provided by Nurse Managers on unit utilization

KEY INSIGHTS

- As a result, this hospital has seen a **55% increase** in completion of prescribed education
- This correlates with a **3.4% improvement** seen in patient satisfaction with nurse communication

Increased patient satisfaction with Nurse Communication across a Health System



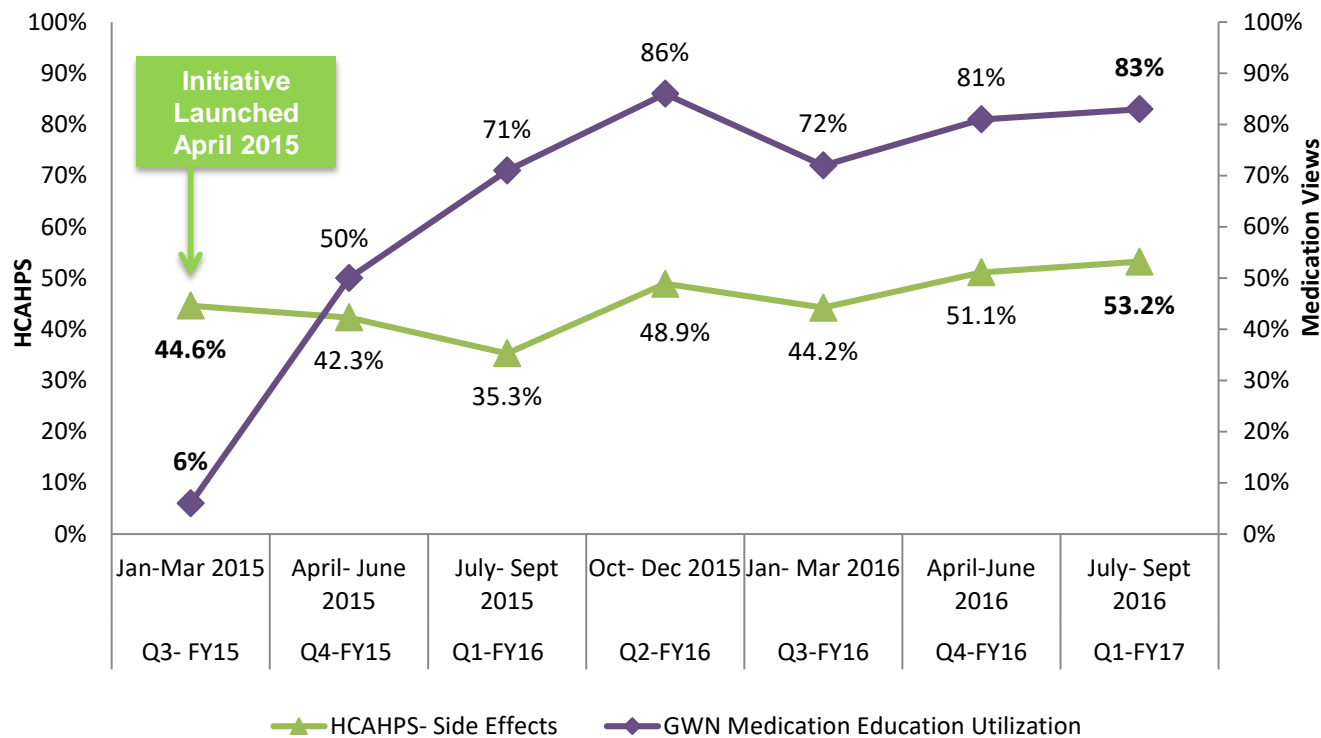
Standardized work in follow up of prescribed education and teach back.

KEY INSIGHTS

- As a result, this organization has seen a **12.5% increase** in health video utilization
- This correlates with a **16.5% improvement** seen in patient satisfaction with nurse communication

Increasing patient satisfaction through education about medications

**Medication Education and Patient Engagement
HCAHPS "Staff Describe Medication Side Effects"**



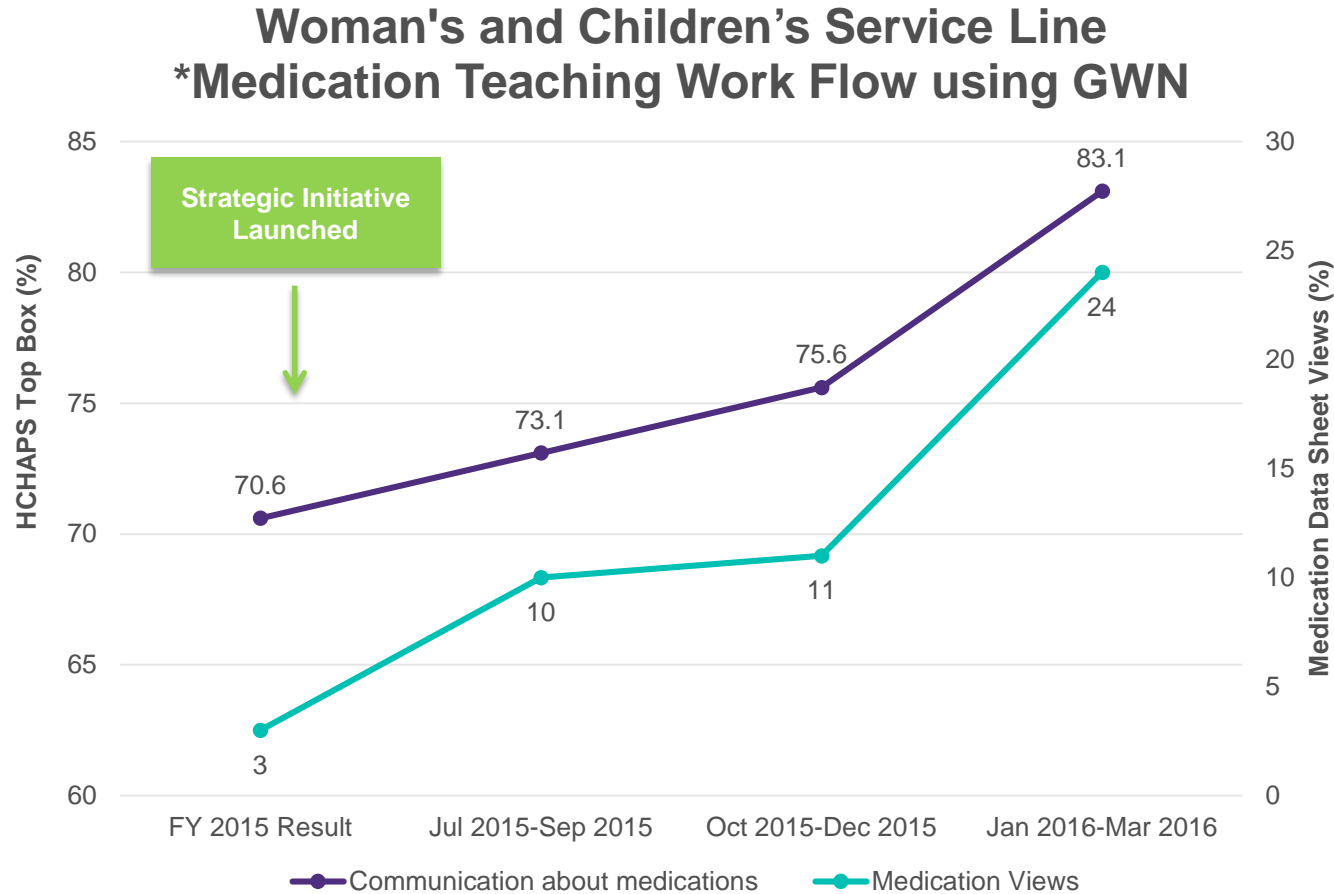
SUCCESS STRATEGIES

- Through integration with medication orders in EHR, patients are alerted when they have new medications ordered and are encouraged to learn about them.
- Medication teaching is hardwired into the staff's workflow and verification of medication teaching having been completed is included in the Nurse Manager daily rounding tool.

KEY INSIGHTS

- As a result, this client has seen a **77% increase** in medication education utilization
- This correlates with a **19% improvement** seen in patient satisfaction with medication teaching

A strategic initiative for a women and children's service line leads to improved satisfaction with medication teaching



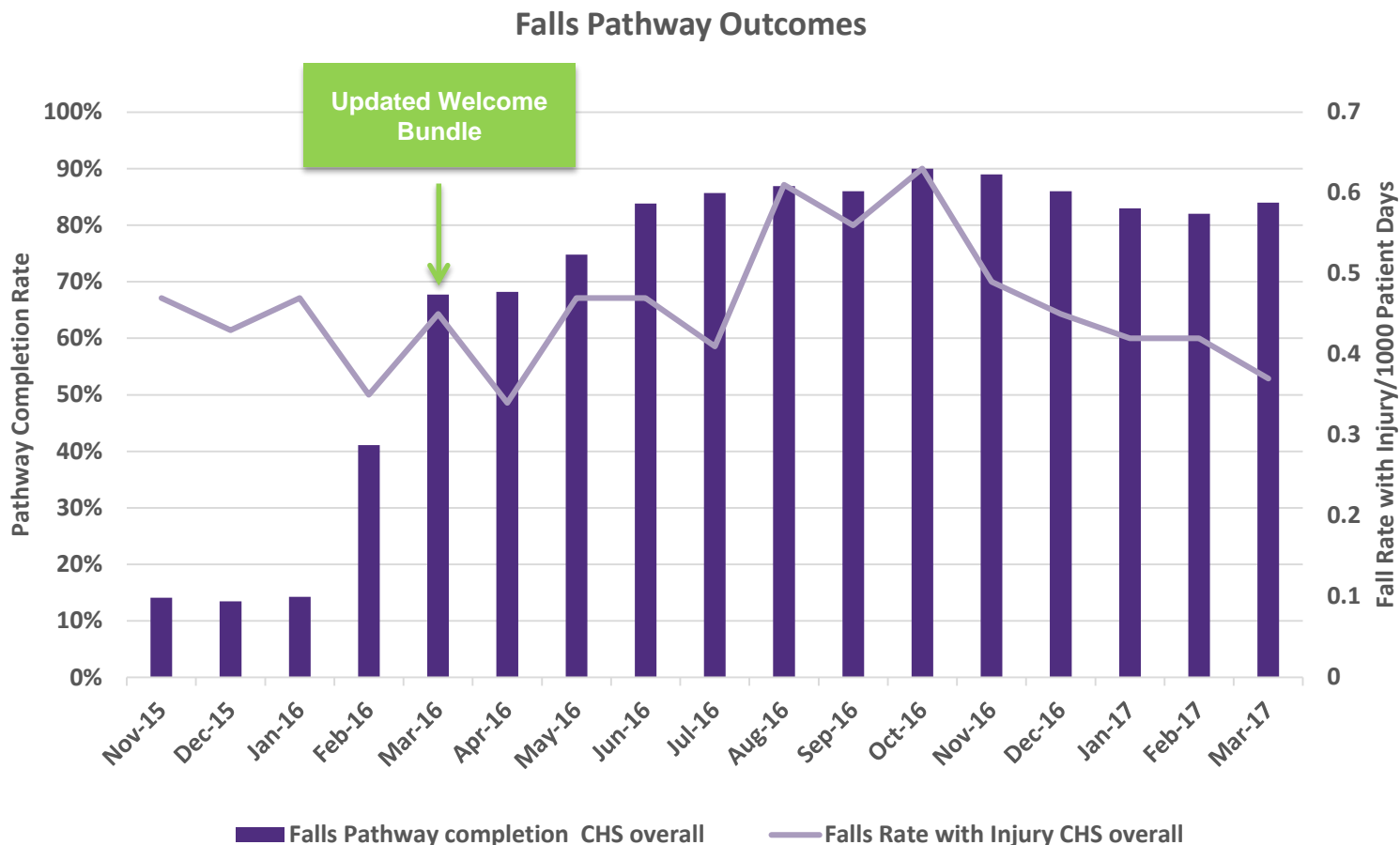
SUCCESS STRATEGIES

- Department of Nursing strategic initiative to increase patient education around Medication Teaching
- Incorporated leader rounding with “just in time” orientation/training
- Top down / bottom up accountability
- Increased visibility of reports on monthly basis to service line leaders and front line staff

KEY INSIGHTS

- As a result, this client saw an increase medication views by **21x**
- This correlates with a **18% improvement** in patient satisfaction with medication teaching

Taking a standardized approach across a health system has a positive impact on falls rates



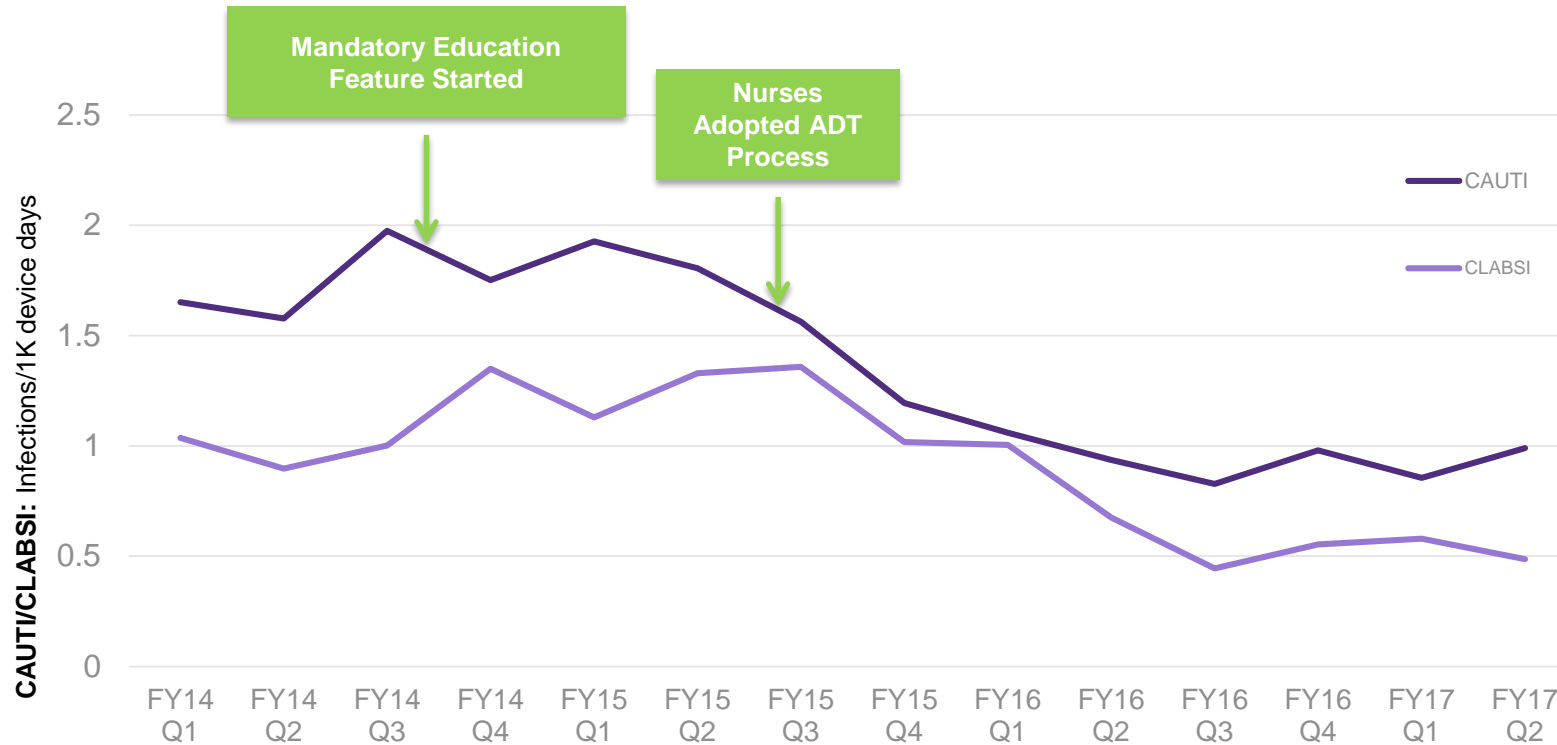
SUCCESS STRATEGIES

- Patients are required to watch a fall prevention video as a part of mandatory education
- Patients receive a Call Don't Fall prompt when the clinical falls risk score is moderate to high risk
- Staff incorporate discussion around the 4 P's (Pain, Position, Potty and Possessions) with every patient during rounding

KEY INSIGHTS

- As a result, this hospital has seen a **23.5% increase** in falls pathway completion
- This correlates with a **18% decrease** in falls rate w/ injury from March 2016 through March 2017

Proactively engaging patients through education and awareness helps decrease infection rates



Data Source: VA SAIL FY14 Q1 – FY17 Q2

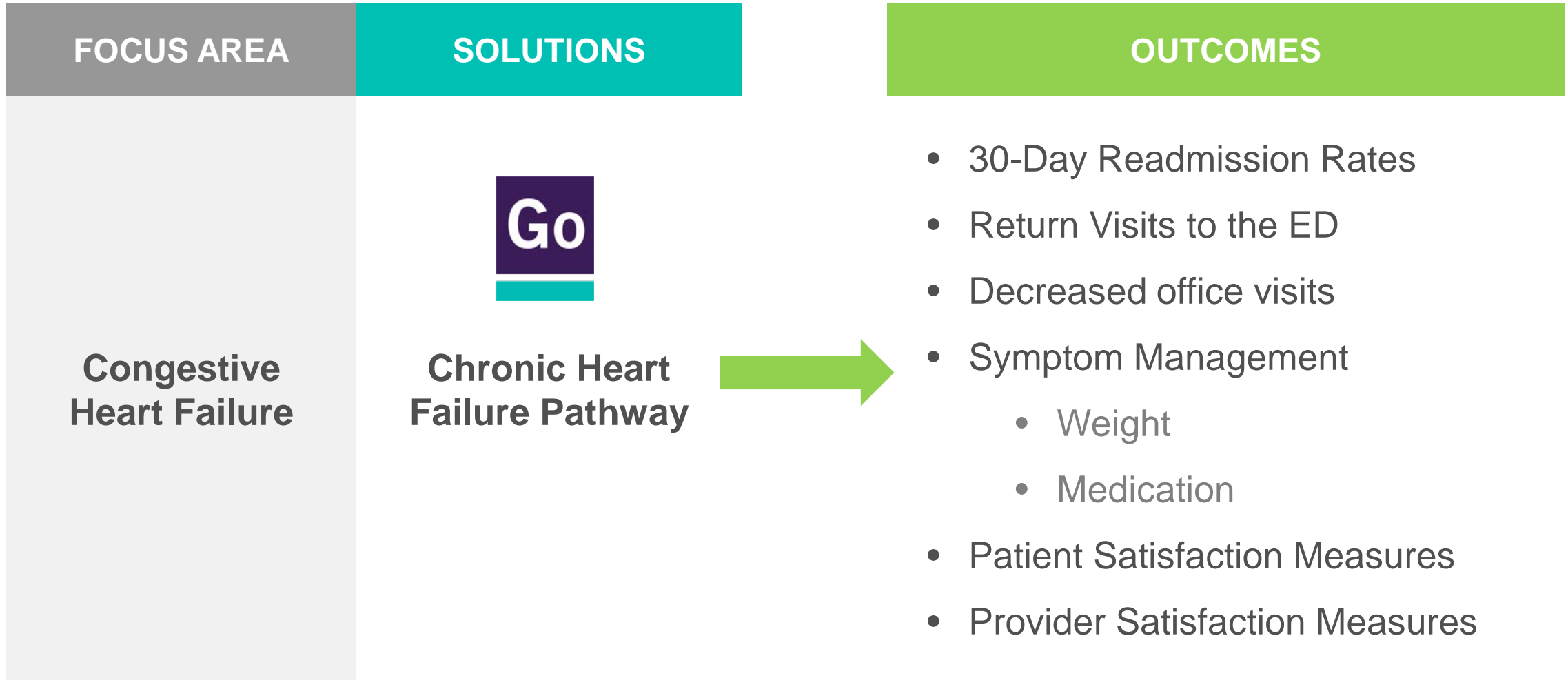
SUCCESS STRATEGIES

- Requiring all patients to complete important patient safety education around hand hygiene and patient safety
- Awareness prompts encouraging patients to ask their care team to wash their hands

KEY INSIGHTS

- This hospital saw a **44% decrease** in CAUTI rates and a **64% decrease** in CLABSI

Impacting outcomes outside the hospital wall through mobile technology





**CHANGING THE CONVERSATION
ONE PATIENT AT A TIME**

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Thank you.

Karen Drenkard PhD, RN, NEA – BC, FAAN

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