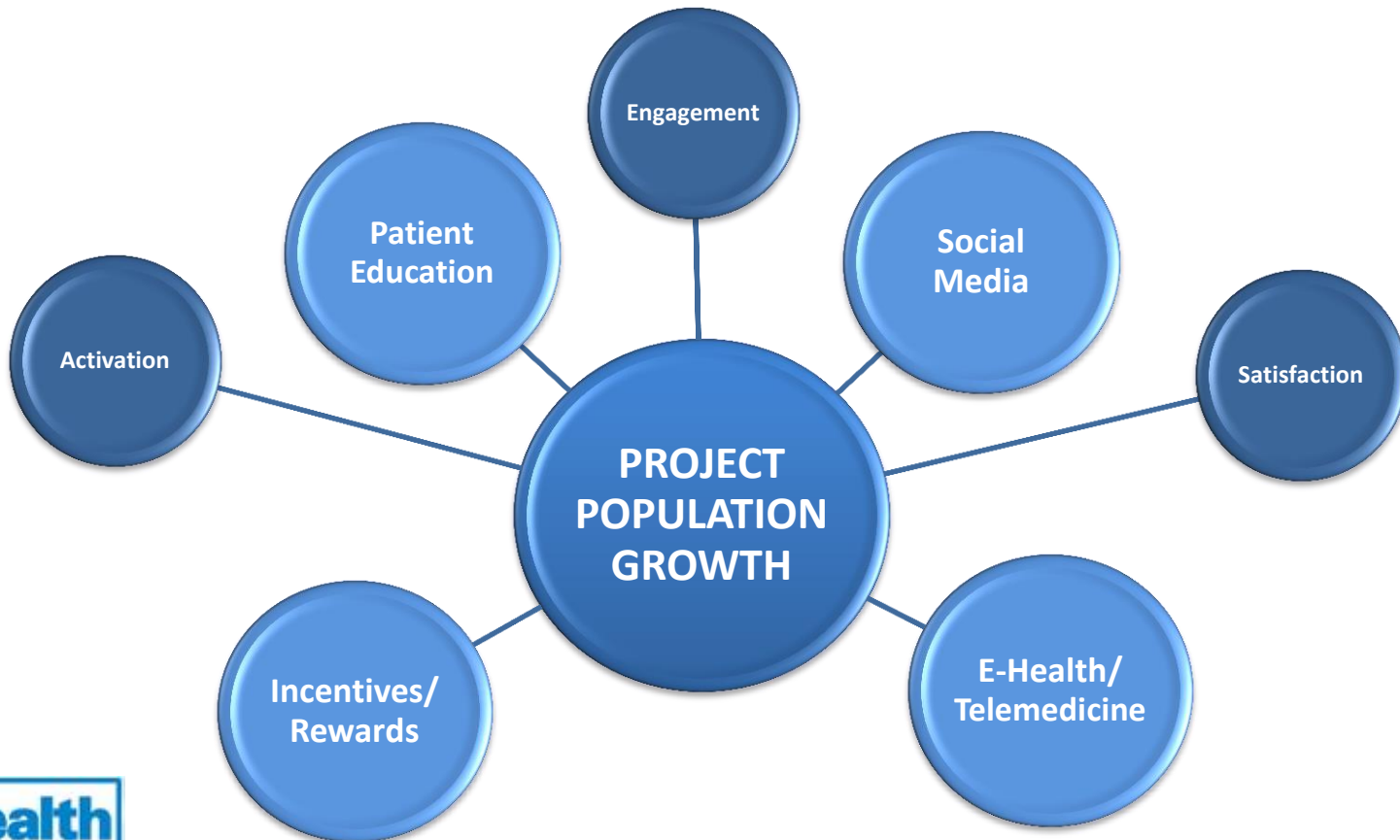




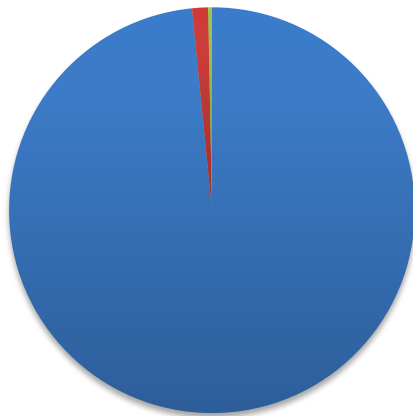
# LEARNING COLLABORATIVE DISCUSSION SESSION

## *Patient Engagement- Bringing them into your projects*





## Project Enrollment at the Hospital Level



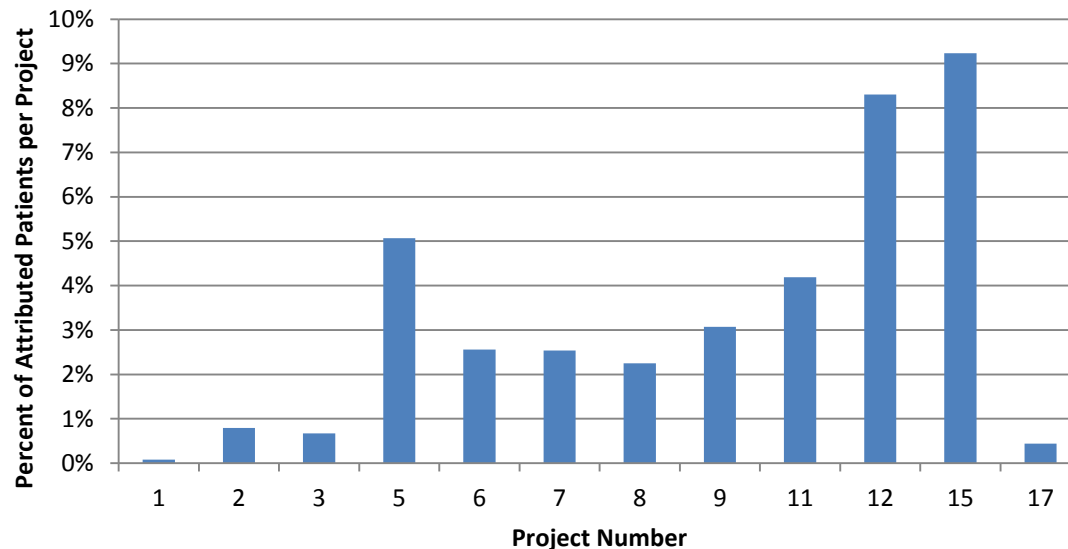
- Total Attribution
- April Enrollment
- May Enrollment

- Aggregate CY 2013- CY 2014 Attribution totals for hospitals
  - Total possible patients for outreach- **789,965**
- Estimated aggregate enrollment captured on the April & May survey for hospitals
  - Estimated total patients after full implementation-  $5,132 + 1,197 = \mathbf{6,329}$
  - Possible impact to attributed population- 1.18%



## Why project enrollment numbers are so important

### Attributed Patients in Hospital Projects



$$\text{Percent of Attributed Patients} = \frac{\text{Max Reported Initial Patient Total (or denominator) from SRW}}{\text{Hospital's Attributed Patient Total}}$$

- ✓ Higher participation of attributed patients in projects can minimize the risk of large swings in measure results
- ✓ The DSRIP program is intended to improve access, enhance quality of care and promote health leading to a lower cost through improvement-*bend the health care cost curve*
- ✓ The graph was calculated to estimate the percent of attributed patients in each of the hospital projects
- ✓ This shows a variety of attributed patient engagements by project



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## *Inquiring Minds Want to Know....*

There were 62 engagement conversation topics submitted by the hospitals from the May survey request. We will continue to bring these questions forward during LC meetings for discussion over the next few months.

Below are the top 5 general topics and starting points for our discussion today.

- Interventions or approaches that have helped patients remain engaged after discharge from the hospital
- How to prevent repeat visits to the ED/re-admissions with this population- successfully address social issues
- Best practice processes for enrolling patients that appear on the attribution list
- What incentives have hospitals used to get patients engaged to participate in their program; not just initially but sustained through 30 days and beyond- how are hospitals funding them
- Methods/ resources that hospitals have used to help patients in addressing problems with transportation to medical care and other supportive services within the community





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## *Resources/ Tools*

### **EngagingPatients.org**

EngagingPatients.org was launched in June, 2013, led by the belief that patient engagement is central to the transformation of healthcare. It's a centralized resource where the community can find real-time news and relevant content, share best practices and engage in thoughtful discussion.

- <http://www.engagingpatients.org/>

### **Partnership for Patients (PfP)**

Achieving the goals of the Partnership for Patients (PfP) takes the combined effort of stakeholders across the health care system. It partners with federal agencies, Hospital Engagement Networks (HENs), and private-public partners.

- <http://partnershipforpatients.cms.gov/about-the-partnership/hospital-engagement-networks/thehospitalengagementnetworks.html>

### **The Joint Commission**

This guide is available at no charge and outlines four strategies hospitals can use to connect with patients and families.



- [http://www.jointcommission.org/guide\\_to\\_patient\\_and\\_family\\_engagement\\_in\\_hospital\\_safety\\_and\\_quality/](http://www.jointcommission.org/guide_to_patient_and_family_engagement_in_hospital_safety_and_quality/)

*Prepared by Myers and Stauffer LC*



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## *Resources/ Tools*

### **National Patient Safety Foundation (NPSF)**

Growing inventory of emerging best practice tools and resources to help facilitate the engagement of patients and families in their care. These resources have been identified and collected through a survey of HENs, PfP stakeholders, PfP hospital executives, and patient advocates, as well as through the Emerging Best Practices and Vulnerable Populations working groups within the PFE Affinity Group, among other sources. *July 26, 2013*

- [http://www.npsf.org/wp-content/uploads/2013/09/PfP\\_Resour\\_List\\_Divid\\_8\\_9\\_131.pdf](http://www.npsf.org/wp-content/uploads/2013/09/PfP_Resour_List_Divid_8_9_131.pdf)

### **The National eHealth Collaborative (NeHC)**

Created the Patient Engagement Framework to help ensure that health care organizations deploy digital health resources and tools in a manner that will promote patient engagement in their health care. The Healthcare Information & Management Systems Society (HIMSS) will work with NeHC members to develop the HIMSS Center for Patient- and Family-Centered Care (HCPFC). The Centers will educate and engage providers and patients to e-Connect by understanding the value of the adoption and use of health IT.

- <http://www.himss.org/nehc>





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## *Resources/ Tools*

### **Agency for Healthcare Research and Quality (AHRQ)**

The Patient and Family Engagement module of the CUSP Toolkit focuses on making sure patients and their family members understand what is happening during the patient's hospital stay, are active participants in the patient's care, and are prepared for discharge.

- <http://www.ahrq.gov/professionals/education/curriculum-tools/cusptoolkit/modules/patfamilyengagement/index.html>

*Guide to Patient and Family Engagement in Hospital Quality and Safety* is a tested, evidence-based resource to help hospitals work as partners with patients and families to improve quality and safety.

- <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/howtogetstarted/index.html>

*Guide to Patient and Family Engagement in Hospital Quality and Safety* includes a focuses on four primary strategies for promoting patient/family engagement in hospital safety and quality of care

- <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html>



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# THANK YOU