

Integrating Patients as Members of Their Own Care Team Empowering Patients for The Space In Between

Doug Patten, MD, FACS

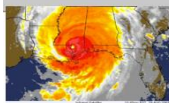
Associate Dean, Southwest Regional Campus
Medical College of Georgia at Augusta University

Creating a Culture of Engagement and Transformation

*Compass Learning Community
September 2018*



About Me



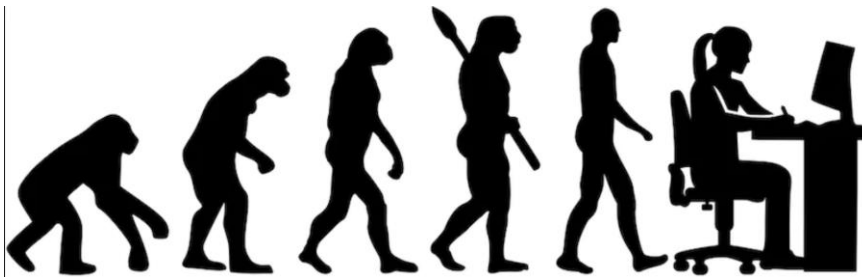
Disclosures



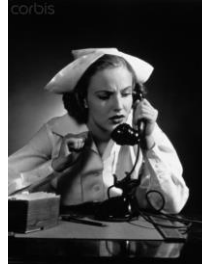
- Co Founder of Coordinated Care, Inc.
 - Startup solution to facilitate transfers from acute care settings to post acute care in CAH swing beds
- Advisory Board, Health e Paradigm
 - HIE sponsored by Medical Association of Georgia



Before there was Patient Empowerment...



What does Care Coordination mean and how did we get here?



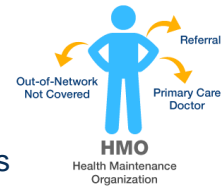
What does Care Coordination mean and how did we get here?

- Hospital Based Effort
- Focused on LOS
- Added focus on Readmissions Reductions



What does Care Coordination mean and how did we get here?

- Primary Care Provider
- Early Gatekeeper Models
- Focus on referral avoidance
- Preference for Low cost providers
- Little attention to Quality



What does Care Coordination mean and how did we get here?

- Payors
- CMS
- Big Blue and Friends

“Ey, must be the money!” Nelly



What does Care Coordination mean and how did we get here?

- What does it mean to Physicians?
- What does it mean to the Practice?
- Who's missing?



Tools for Empowerment—High Tech



Tools for Empowerment– Low Tech



- The High School Community Health Worker (HSCHW) Training Program is a year long training program that seeks to increase the number of trained HSCHWs to engage family, peers and community in strategies for better health.



The objectives of the HSCHW training program are to:

- Increase the number of trained student community health workers to assist with community health programs in underserved communities.
- Provide a health careers pipeline program and mentorship for underserved students.
- Support and promote the community health worker field.
- Promote health education and health literacy in schools and community.
- Assist trained HSCHWs with the design and implementation of school-based and community-based health initiatives.
- Provide health monitoring and health literacy activities to students' family members and community members.



Tools for Empowerment...

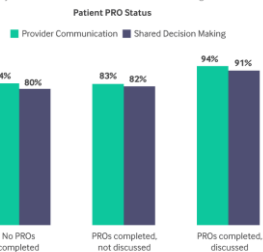
<https://catalyst.nejm.org/ratings-patients-discussing-pros/>



Tools for Empowerment...

PROs Associated with Better Top-Box Satisfaction Scores

There is a correlation between patient reported outcomes and patient satisfaction. Patients who reported that physicians were discussing their PRO responses during office visits reported significantly better ratings of physician communication and shared decision-making in CG-CAHPS surveys.



Source: The Authors
NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society



How does this fit with QPP?

2018 Improvement Activities

12% OF FINAL SCORE

This percentage can change due to Special Statutes, Hardship Exceptions, or APN participation.

Participants must submit collected data for a combination of high- and medium- weighted activities for 90 days or more during 2018.

Engage Patients and Families to Guide Improvement in the System of Care

ACI CEHRT Bonus Eligible

Engage patients and families to guide improvement in the system of care by leveraging digital tools for ongoing guidance and assessments outside the encounter, including the collection and use of patient data for return-to-work and patient quality of life improvement. Platforms and devices that collect patient-generated health data (PGHD) must do so with an active feedback loop, either providing PGHD in real or near-real time to the care team, or generating clinically endorsed real or near-real time automated feedback to the patient, including patient reported outcomes (PROs). Examples include patient engagement and outcomes tracking platforms, cellular or web-enabled bi-directional systems, and other devices that transmit clinically valid objective and subjective data back to care teams. Because many consumer-grade devices capture PGHD (for example, wellness devices), platforms or devices

✓ ADDED TO LIST

Subcategory Name
Beneficiary Engagement

Activity Weighting
High

<https://app.cms.gov/mips/explore-measures/improvement-activities?py=2018&measureWeighting=High>





- As Adrienne Boissy, Cleveland Clinic's chief experience officer [explained at HIMSS18](#), it's long past time for healthcare to catch up to patients whose expectations of access and convenience have been shaped by consumer technology.
- "The Amazons and [Apples of the world have mastered service](#), and they are coming for us," said Boissy.



Four keys to a healthy life.
Right at your fingertips.

The Health app highlights four categories: Activity, Sleep, Mindfulness, and Nutrition. Each plays an important role in your overall health — and in the app, Health suggests great apps from each category to get you going, and the Today view shows all your stats at a glance to help you stay on track. Once you start using the Health app, there's no stopping you.



Showing 1–20 of 45 [Previous](#) [Next](#)

Job Title

- Knowledge Engineering Manager – Health
- Software Engineering Manager, Health Special Pro...
- Apple Health SW Application Project Manager
- Software Engineering Manager, Health
- Engineering Program Manager – Health Sensing
- Software Engineering Manager – Mobile Diagnosti...
- Technical Program Manager – iPhone
- Technical Program Manager – iPhone
- Reverse Engineering/Security Research Manager
- Technical Program Manager – Mac
- for Developer, Engineer – Health

Knowledge Engineering Manager – Health

Job Number: 117090251 Santa Clara Valley, California, United St...
Posted: Aug. 30, 2018 Weekly Hours: 40.00

Job Summary

This is a great opportunity to empower people to improve their health. Apple is looking for exceptional engineering managers with health data experience to join an exciting project that will address this need in meaningful ways. In this role, you'll lead a team to ensure we continue innovating in a rapidly changing field. This is an opportunity to work in an extremely talented team, in a position where your work can make a difference in millions of lives.

The ideal candidate enjoys breaking down complex problems, thrives in an agile and dynamic cross-functional team, loves data, and wants to make a big impact on health. Learning and building of skill-sets is highly encouraged. This role has the opportunity to grow in many directions.

Showing 1–5 of 5 [Previous](#) [Next](#)

Job Title


- Health Sensing Data Scientist
- Data Scientist – Motion
- Sr. Health Sensing Data Engineer
- Biomedical Data Scientist – Health Technologies
- Biomedical Data Scientist – Health Technologies



Health Sensing Data Scientist

Job Number: 117097583 Santa Clara Valley, California, United St...
Posted: Sep. 02, 2018 Weekly Hours: 40.00

Job Summary


As part of the engineering team creating next-generation health sensors, The Human Interface Division team is looking for a Data Scientist with working knowledge of statistical signal processing, pattern recognition, and machine learning along with strong programming skills.






Omron 10 Series Wireless Bluetooth Upper Arm Blood Pressure Monitor with Two User Mode (200 Reading Memory) - Compatible with Alexa Omron

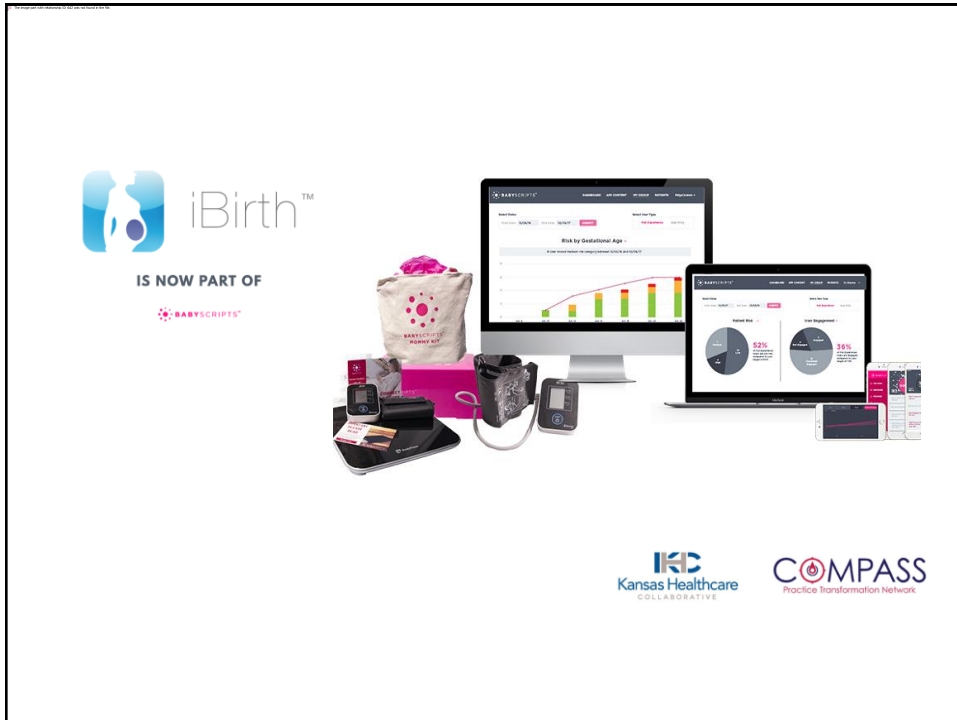
7,553 customer reviews | 899 answered questions **Amazon's Choice** for "omron 10 series blood pressure monitor"





KardiaMobile
\$ 99.00



When it comes to decision making about
health and healthcare,
where is the power?

One Student Story



IHI Leadership Alliance

Care better than we've ever seen, health better than we've ever known, cost we can all afford... for every person, every time.

1. Change the Balance of Power
2. Standardize what Makes Sense
3. Customize to the Individual
4. Promote Wellbeing
5. Create Joy in Work
6. Make It Easy
7. Move Knowledge, Not People
8. Collaborate/Cooperate
9. Assume Abundance
10. Return the Money

**Radical
Redesign
Principles**

Don Berwick IHI National Forum December 2016



UT Southwestern Medical Center Parkland Memorial Hospital ⁷



Drs. Kavita Bhavan and Robert Haley



Don Berwick IHI National Forum December 2016



Self-Administered Outpatient Antibiotic Therapy

Self-Administered Outpatient Antimicrobial Infusion by Uninsured Patients Discharged from a Safety-Net Hospital: A Propensity-Score-Balanced Retrospective Cohort Study

Kavita P. Bhavan, L. Steven Brown, Robert W. Haley

Published: December 15, 2015 • <http://dx.doi.org/10.1371/journal.pmed.1001922>

Article	Authors	Metrics	Comments	Related Content
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Abstract

Editorial Summary

Introduction

Methods

Results

Discussion

Abstract

Background

Outpatient parenteral antimicrobial therapy (OPAT) is an medically stable patients to complete intravenous (IV) at

27,666

hospital bed stays saved in the first 3 years

Parkland Saved \$40 Million by Trusting Patients with Their Own Health

Alexandra Wilson Pecci, April 6, 2016



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Self-Administered Outpatient Antibiotic Therapy

S-OPAT RESULTS:

- 1168 patients
- 81% received S-OPAT -- 19% H-OPAT
- 47% lower readmission rates
- Average 26 days fewer in hospital per patient
- >27,000 hospital days saved in 3 years
- Costs down \$40,000,000



Warren J. Smith III



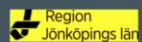
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“Change the Balance of Power”

Introducing Christian “The Old Way”

- Ryhov Hospital, Jönköping, Sweden had traditional hemodialysis and peritoneal dialysis
- In 2005, a patient, Christian, asked about doing it himself.



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Self-Dialysis

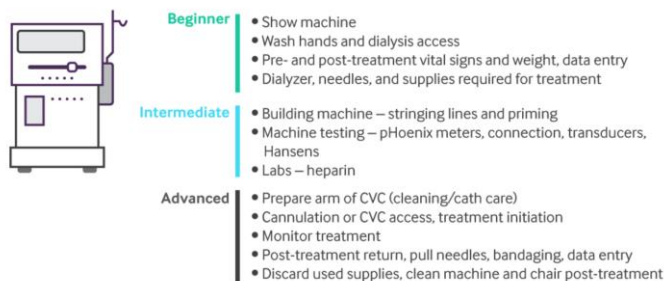


- Now: 50% of Ryhov Hospital dialysis patients are on self-dialysis

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Levels of "Empowered Independent Dialysis"



Source: Richard Gibney, MD
NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society



Care Redesign

Is “Empowered Dialysis” the Key to Better Outcomes?

Article • March 15, 2018

Ron Shinkman
Health Care Editor and Journalist

If Richard Gibney, MD, had any doubts about evangelizing a new approach to dialysis, they evaporated in the wake of Hurricane Harvey.

The hurricane flooded Houston last summer, driving thousands of dialysis patients north to receive care. About 50 wound up at one of the dozen dialysis centers that Central Texas Nephrology Associates, the group practice where Gibney is Medical Director, operates in and around Waco, Texas.

“The contrast was striking. The people from Houston were chronically ill. Our patients are all healthy, and they look healthy,” Gibney says. “It was shocking.”

The treatment Gibney’s patients receive is no



<https://catalyst.nejm.org/empowered-self-dialysis-better-outcomes/>



The way Gibney effusively discusses self-dialysis — he calls it ‘empowered dialysis’ — makes it seem more akin to zip-lining than the last-ditch, often enervating treatment dialysis has been since it kept the first patient alive more than 70 years ago.”

patients.

The treatment Gibney’s patients receive is no different from those undergoing dialysis in Houston or most other parts of the United States. However, many of the Central Texas Nephrology Associates patients perform portions of or even the entire dialyzing process themselves, up to and including the necessary blood tests, hooking needles into their limbs, and cleaning up afterward. Data suggest that self-dialysis patients are less likely to be hospitalized and have lower mortality rates, although there have yet to be specific studies comparing them to more traditional dialysis

<https://catalyst.nejm.org/empowered-self-dialysis-better-outcomes/>



How to Shift the Balance of Power

- Use what the patient and family bring. Accept their gifts.
- Talk less. Ask more. "What matters to you?"
- Make transparency limitless.
- Protect privacy; but improve HIPAA.
- Equip homes and communities to replace institutions.
- Share decision making.
- Do not design core systems around hard cases.
- N =1 care.



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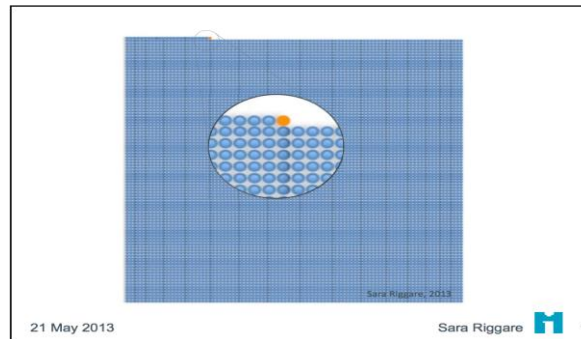
How to Shift the Balance of Power

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The blue dots equal the space in between



Shifting the balance of power
Equipping our patients and families for
SUCCESS!



Questions?



Thank You!!!

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