

Patient First, Always

A Journey Toward Patient-Centered Care

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Track:	Joint CAHPS-SOPS Panel Session
Session:	Patient First, Always-A Journey Toward Patient-Centered Care
Date & Time:	April 20, 2010, 4:00 pm
Track Number:	Plenary 2

Aurora at a Glance



- Private, not-for-profit integrated health care provider
- 14 hospitals
- 1,300 employed physicians
(3,400 aligned physicians)
- 155 clinics
- 83 retail pharmacies
- Reference laboratory
- Visiting Nurse Association
- 29,000 caregivers
- 92,000 inpatient discharges
- 2.2 million outpatient visits
- 3.6 million ambulatory care visits

Buzzwords

*Patient-centered
care*

EMPOWERMENT

Patient partnering

*Shared decision-
making*

*Community
Engagement*

Patient-Centered Care

A collaborative relationship between patient and provider, with effective communication and empowered consumers taking an active role in their care.

Seven dimensions include:

- Respect for patients' values, preferences
- Coordination and integration of care
- **Information, communication, education**
- Physical comfort
- Emotional support, alleviation of fear
- **Involvement of family and friends**
- Transition and continuity

Gerteis, 1993; IOM, 2006

- Models incorporating patient-centered care:

- Chronic Care Model
- Shared decision-making
- Medical home

Patient-Centered Care

Theoretical Frameworks

- Health Belief Model Rosenstock, 1988
- Theory of Reasoned Action Fishbein, 1975
 - Human behavior= attitude + social norms

Patient-Centered Care Outcomes

Evidence that patient-centered care can improve:

- Patient satisfaction
- Engagement in decision making
- Participation in prevention activities
- Better self- management of chronic conditions
- Adherence to medication regimens
- Improvement in patient:provider trust
 - Risk reduction of legal actions

Structure

- Integrated health system
- Patient engagement at all levels of organization
 - Point of care
 - Advisory councils
 - Patient representatives on committees
- Delivery models
 - PCMH
 - Community engagement
 - Parish nursing; free clinics; school-based clinics

Structure

- Patient- Centered Medical Home (PCMH)

“a health care setting that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient’s family.”

NCQA

- Three Aurora clinics (18 physicians) received Level 3 recognition (highest level) in 2009

- 2010 Goal

- 26 additional clinics achieve PCMH Recognition

Process

Tools and tactics

- Culture
 - Leadership support
 - 'Branding'
 - Alignment with strategic goals
- Education and Tools
 - Staff
 - Patients
- Technology (for providers and patients)
 - Electronic Health record
 - Patient portal
- Policies and Procedures
 - Patient/Family initiated Rapid Response Team
 - Bedside Rounding
 - Huddles

Process

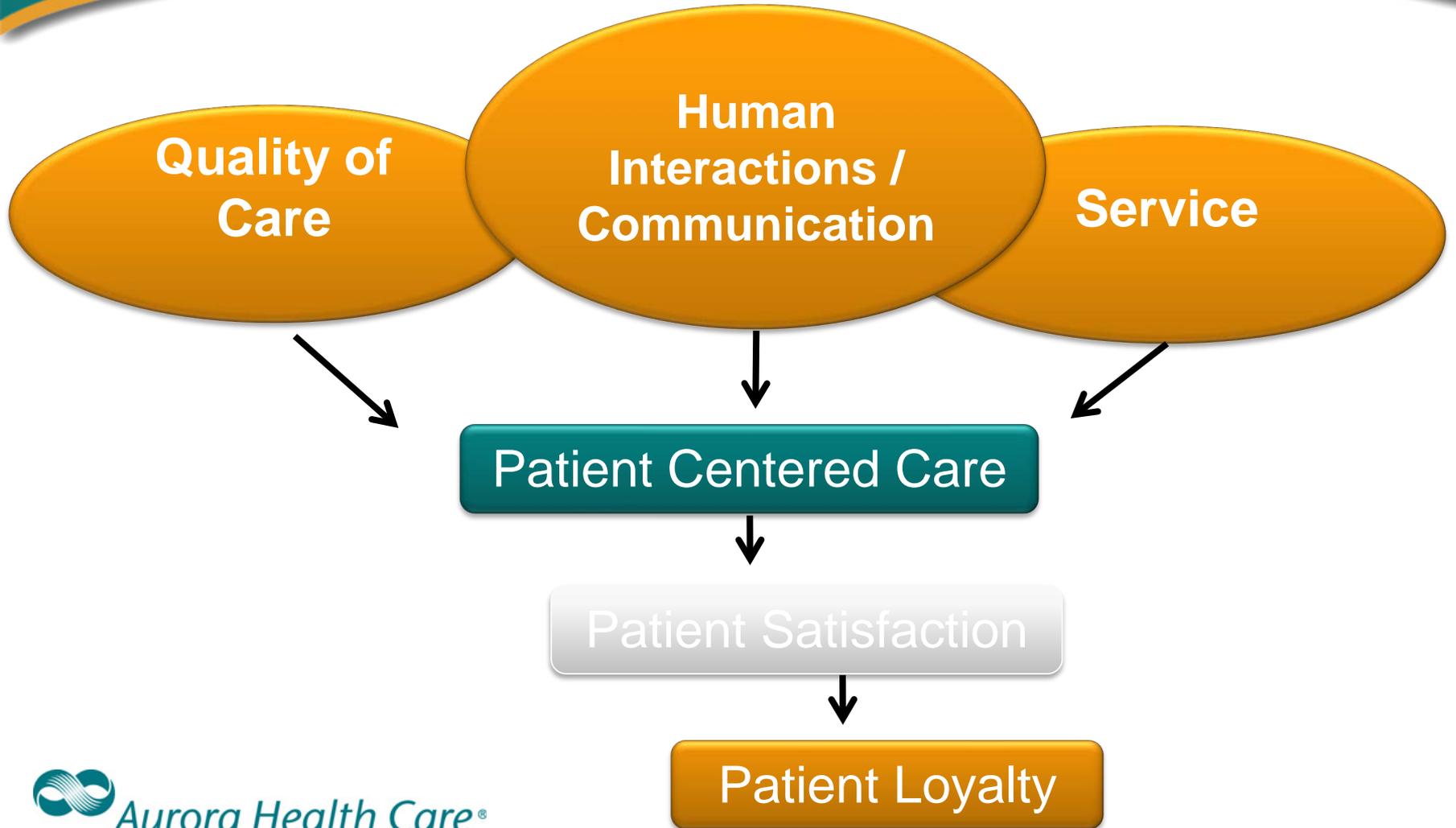
Alignment with Strategic Goals

Patient Safety Goals for 2010 Care Management Impact Score Patient Service Markets

Values Long Term Strategy	Indicator	Intervention	Measure and Methodology	Current State	A	B	C	F
Create a Culture of Safety								
We believe in accountability, teamwork and respect. Caregiver Engagement Patient Loyalty	Improve communication between: ▪ Caregivers and Caregivers ▪ Caregivers and Patients to Improve patient safety and patient loyalty (IOM, NQF)	<u>Communication tools</u> ▪ SBAR ▪ ICU checklist ▪ Surgical checklist ▪ Disclosure Program ▪ Health Literacy	HOSPITAL Measure: During this hospital stay, how often did nurses/doctors explain things in a way you could understand? BEHAVIORAL HEALTH Measure: Degree to which you were included in the decisions about your care. Methodology: Press Ganey Survey (our patients)	Nurses: 4 hospitals in top quartile Doctors: 1 hospital in top quartile	Top Quartile	50 th Percentile Median	25 th Percentile	< 25 th Percentile
			CLINIC Measure: Degree to which care provider talked with you using words you could understand. Methodology: Press Ganey Survey (our patients)	50 clinics – top quartile 27 clinics – bottom quartile	Top Quartile	50 th Percentile Median	25 th Percentile	< 25 th Percentile
			AVNA Measure: In the last 2 months of care, how often did home health providers from this agency explain things in a way that was easy to understand? Methodology: Press Ganey Survey (our patients)	Not available New survey	50 th Percentile Median	25 th Percentile	10 th Percentile	< 10 th Percentile
			RETAIL PHARMACY Measure: Pharmacists participate in a health literacy educational presentation. Methodology: TBD	N/A	75% of pharmacists participate	50% of pharmacists participate	25% of pharmacists participate	<25% of pharmacists participate
			RETAIL PHARMACY Measure: Completion of AHRQ Health Literacy Staff Survey Methodology: AHRQ Health Literacy Survey	N/A	50% of pharmacies complete	25% of pharmacies complete	10% of pharmacies complete	<10% of pharmacies complete

Process

Alignment with Strategic Goals



Patient Medication List



Aurora Health Care
Memorial Hospital of Burlington
252 McHenry Street
Burlington, WI 53105

NAME: _____
DOB: _____
Admit/Visit Date: 10/20/2009

Aurora Memorial Hospital of Burlington would like to thank you for allowing us to assist you with your healthcare needs. Here is a list of your current medicines and how to take them. Based on information that we have on file, we have also listed any allergies that are in your medical record. Some of these medicines may be new or were changed during this visit. Carry this list with you, so you have it when you visit your health care provider, pharmacy, or hospital. If you have questions about your medicines or the information below, please ask your health care provider.

PLEASE REVIEW THIS LIST AND TAKE ONLY THOSE MEDICINES LISTED.

Allergies Oxybutynin, Ditropan XL, hydrochlorothiazide, macrolide antibiotics, penicillins, phenothiazines, sulfa drugs, telmisartan, tetracyclines

Home Medicines

Amiodarone (amiodarone 200 mg oral tablet); Dose: 200 mg By Mouth every day

New Change No Change

Start taking this medication on: 11/06/2009 12:00

Take for _____

Prescribed By: _____

Take next dose at: _____

Cholestyramine (Prevalite Packets 4 g/5 g oral powder for reconstitution); By Mouth 2 times a day

New Change No Change

Start taking this medication on: 01/06/2010 09:41

Take for _____

Take next dose at: _____

Diltiazem (Cardizem 30 mg oral tablet); Dose: 30 mg By Mouth 4 times a day

New Change No Change

Start taking this medication on: 11/06/2009 11:58

Take for _____

Prescribed By: _____

Take next dose at: _____

Furosemide (furosemide 80 mg oral tablet); Dose: 80 mg By Mouth 2 times a day

New Change No Change

Start taking this medication on: 11/06/2009 12:00

Take for _____

Prescribed By: _____

Take next dose at: _____

Process Technology

TECHNOLOGY

- MyAurora
 - Web-based access to:
 - Physician communications 1,000/mo.
 - Lab results pilot project with 23 physicians
 - Electronic self- scheduling 1,000/mo.
 - Electronic self-registration: 2,000/mo.
 - Business transactions (billing, registration, insurance processing) 13,000/mo.

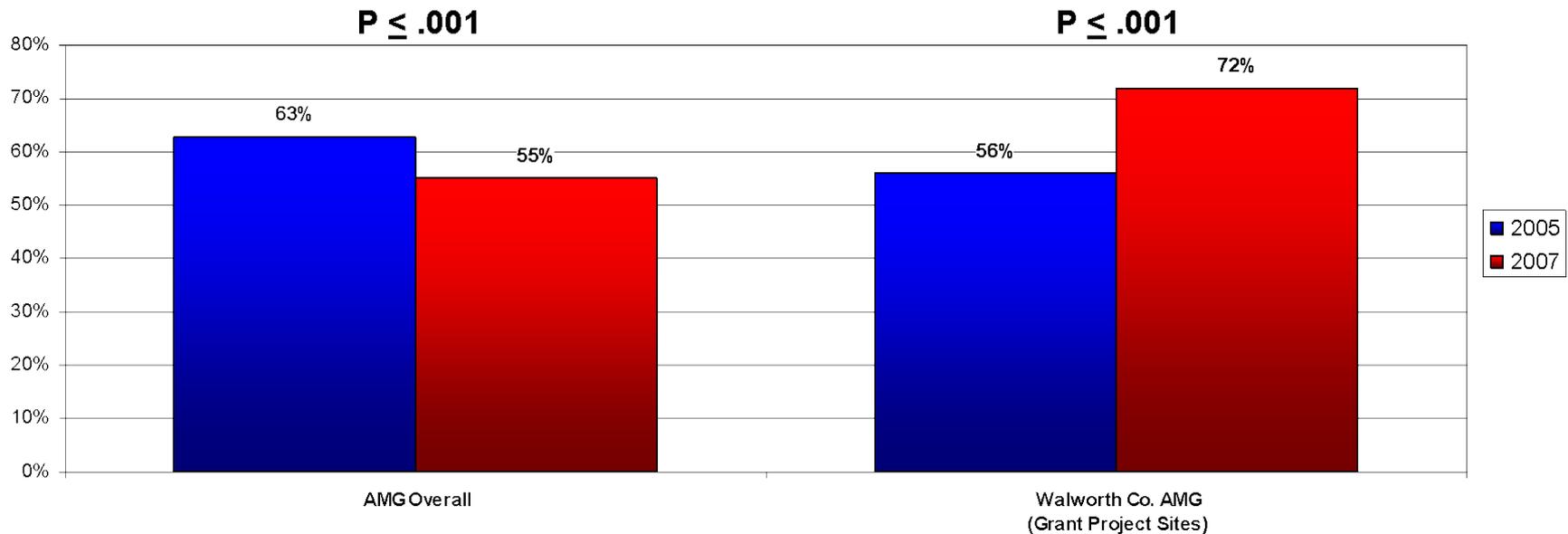
Outcomes

- Metrics and evaluations
- Patient Satisfaction Surveys
 - CAHPS: Hospital, Home Health
 - Supplemental patient surveys
- Caregiver Surveys
 - SOPS
 - Employee engagement survey (PULSE)
- Qualitative measures

Outcomes

Accurate Medication Lists (Clinics)

Measuring the Results: Accurate Medication List



68 Clinics with N charts reviewed
N = 2154 N = 2053

5 Clinics with N charts reviewed
N = 596 N = 594

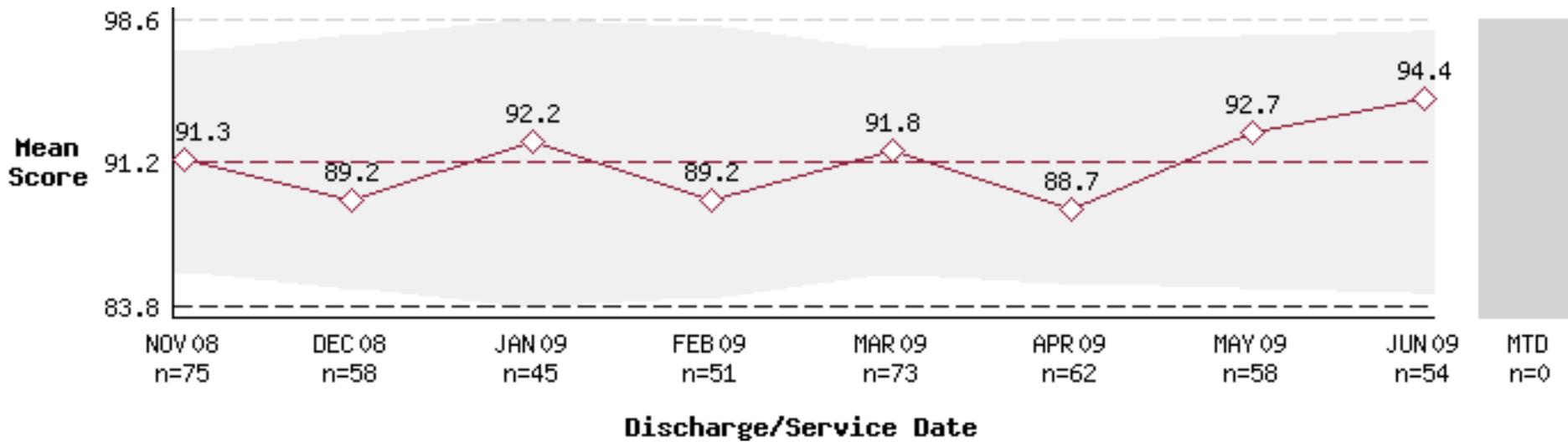
Accurate clinic medication list defines as: the clinic medication list contains the same list of prescription medications as the patient's list/bag of prescription medications.

Outcomes

Patient Satisfaction scores (Clinics)

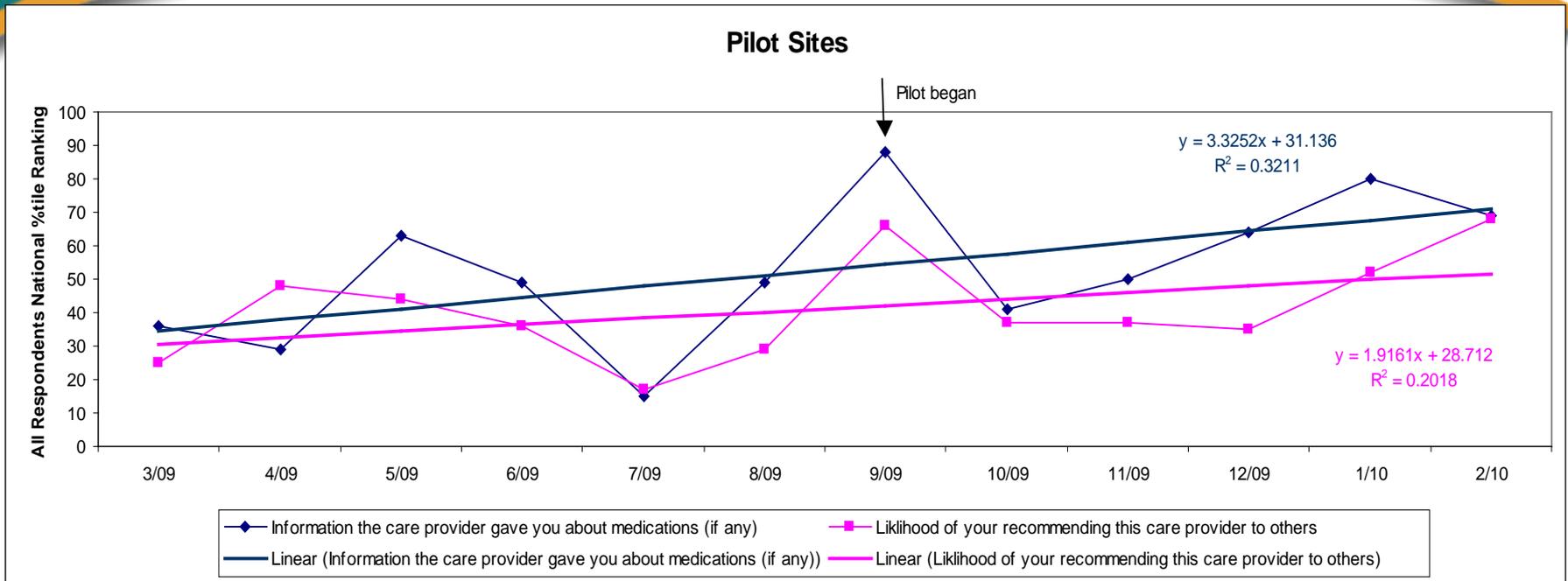
RESULTS TO DATE

<u>Site</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009 pre pilot thru May</u>	<u>2009 post pilot to date</u>	<u>June 2009</u>	<u>July 2009</u>
AMG Twr	89.5	88.4	90.3		6/1 started		



Outcomes

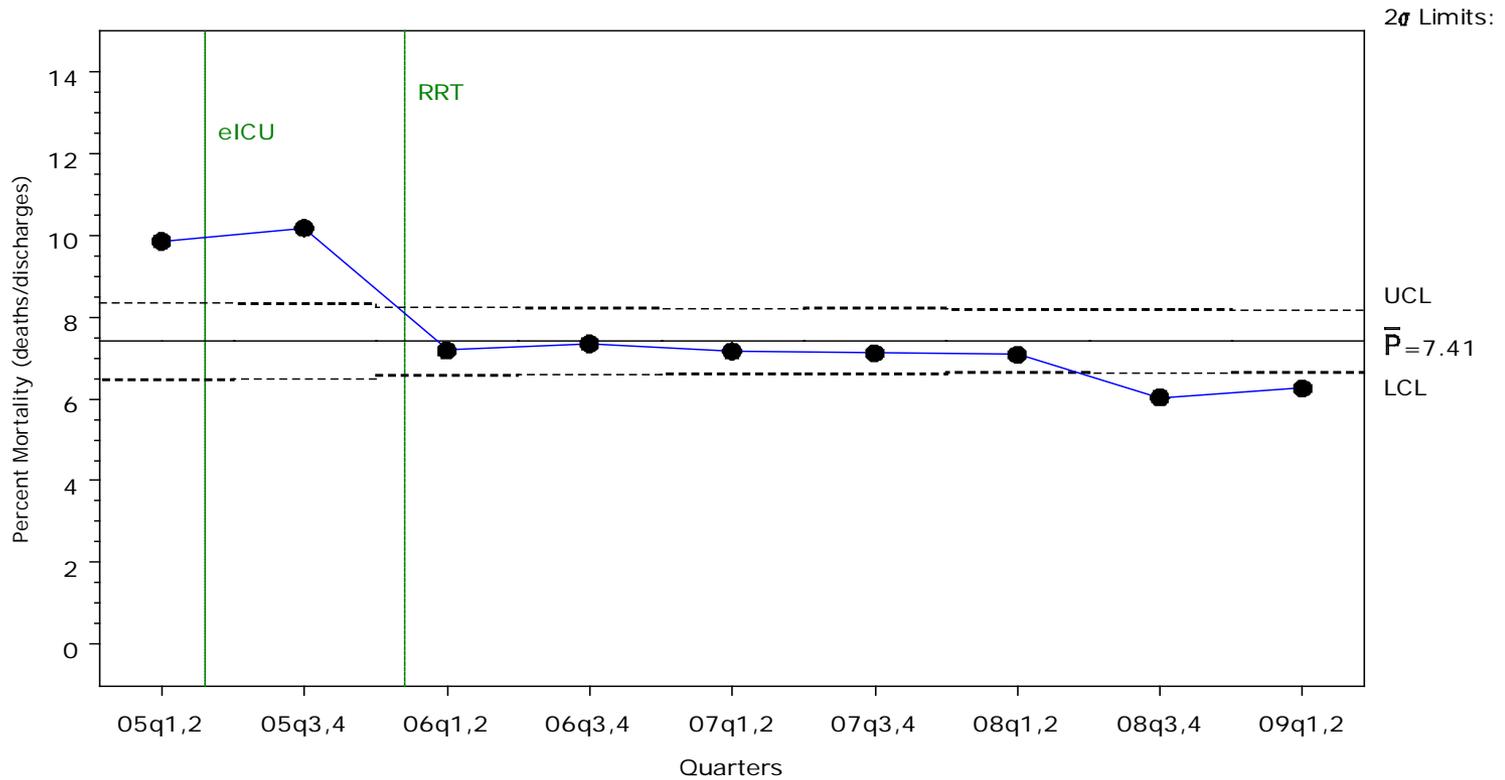
Patient Satisfaction scores (Clinics)



Outcomes

Hospital mortality (after Rapid Response Team)

Mortality as Percent of Discharges, APR Risk=3 and 4 Hospital: ASLMC



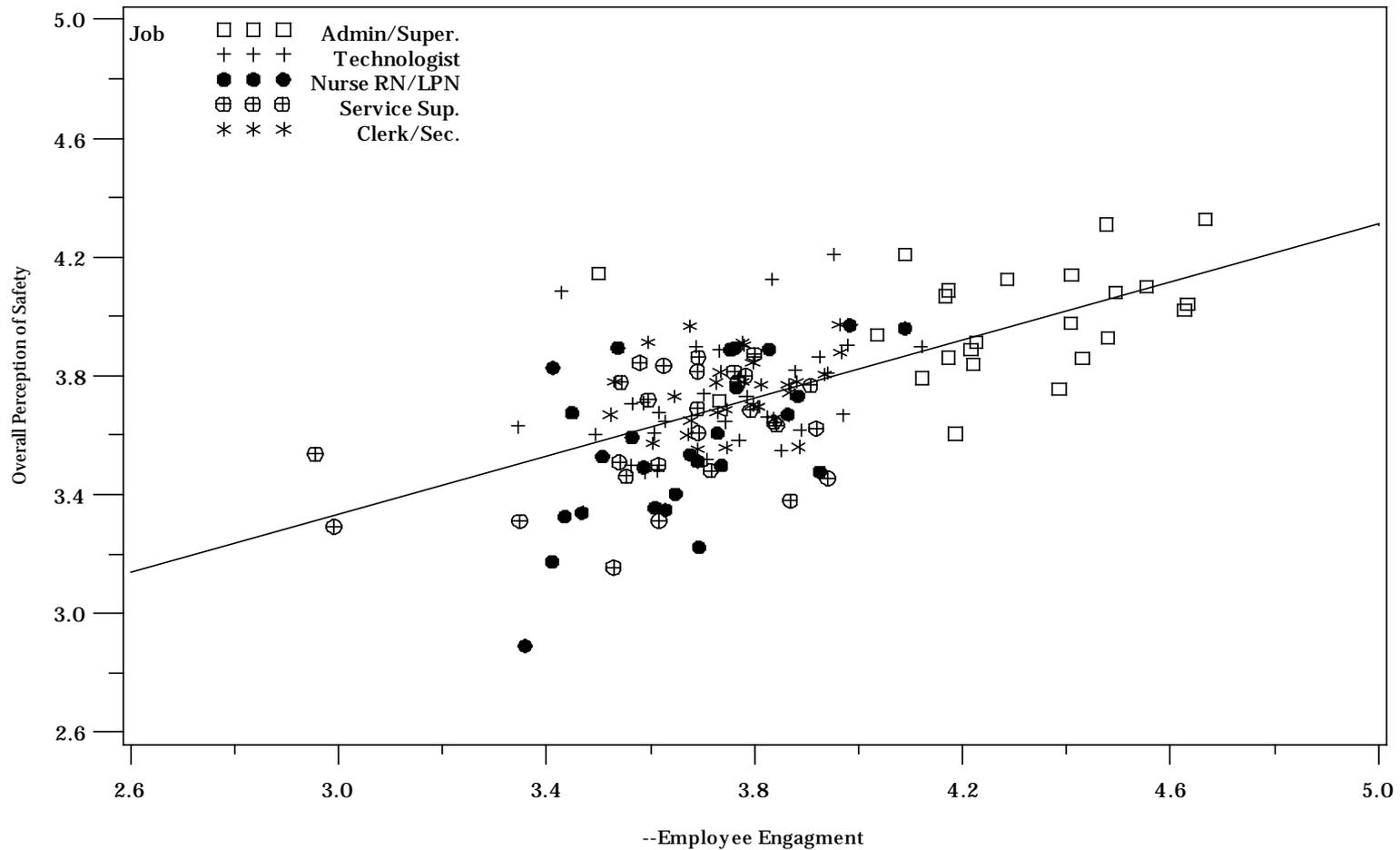
# Deaths per quarter								
309	327	287	300	311	299	332	269	303
# Discharges per quarter								
3132	3209	3993	4078	4336	4197	4683	4454	4838

Run Date: 11AUG09

Outcomes

Employee Engagement and Safety Culture

Aurora Health Care - AHRQ Safety Survey and Employee Pulse Survey, November 2008
AHRQ Safety y-axis, Pulse x-axis by Job Category, Correlation $p < 0.001$



Outcomes

Clinical Caregiver Surveys

“He said it all!”

“His message was powerful.”

“It was eye-opening to hear the perspective of the support partner.”

“Her message **NEEDS** to be heard by a wider audience!”

“I will be more responsive to my patients.”

Challenges

Patient-centered care

- Definition
 - What IS it?
 - Does it really make a difference?
- Old habits die hard
 - for providers AND patients
- Survey strength
 - An accurate reflection of patient-centered care?
 - Actionable questions?
- Operationalizing a 'concept'
 - Large system
 - Alignment with other strategic goals and initiatives