



 **ALLIANT
QUALITY**

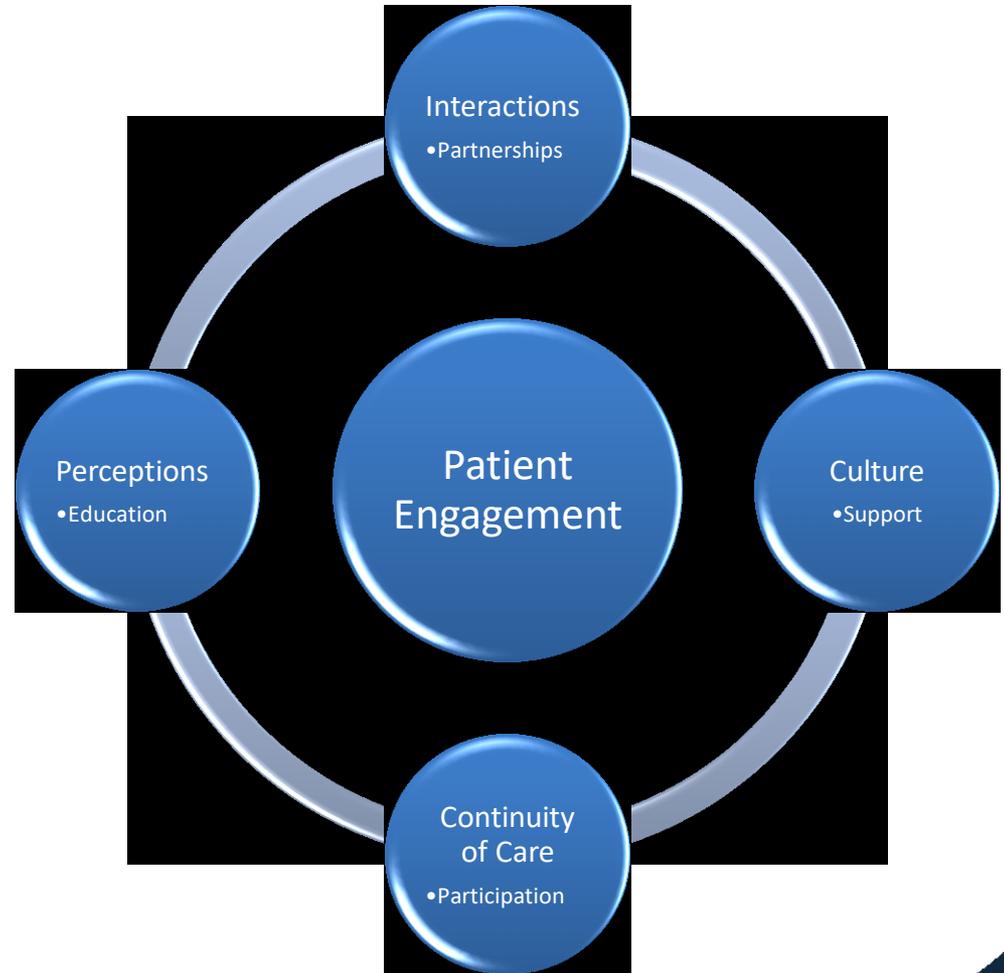
 
KIDNEY COLLABORATIVE

What is Patient Engagement?

- “actions individuals must take to obtain the greatest benefit from the health care services available to them.” Center for Advancing Health 2010
- Compliance?
- Health Literacy?
- What role does the health care provider play?

What is Patient Engagement?

“...care that informs and involves patients in medical decision making and self-management; coordinates and integrates medical care; provides physical comfort and emotional support; understands the patients’ concept of illness and their cultural beliefs; and understands and applies principles of disease prevention and behavioral change appropriate to diverse populations.”
The Institute of Medicine



Why is patient engagement important?

Physician-Patient Communication: The Relationship With Malpractice Claims Among Primary Care Physicians and Surgeons Improved patient satisfaction by Wendy Levinson

- Improved satisfaction
 - Reduce anxiety instead of just making the patient “happy”
- Improved quality and safety
 - Levinson found lower malpractice rates in primary care physicians who practiced PCC principles. Specifically these physicians spent more time orienting patients about what to expect in the visit, solicited their opinions, checked their understanding, and encouraged them to speak more.
- Improved financial and operations efficiency
 - Patients become more active in their care and take preventative measures with their PCP. Less visits to emergency rooms.

Activity: Section 1

At each health care encounter:

- Do I believe that patients and family members bring unique perspectives and expertise to the clinical relationship?
- Do I work to create an environment in which patients and families feel supported enough to speak freely?
- Do I listen respectfully to the opinions of patients and family members?
- Do I encourage patients and family members to participate in decision-making about their care?

Activity: Section 2

At the organizational level:

- Do I consistently let colleagues know that I value the insights of patients and families?
- Do I believe in the importance of patient and family participation in planning and decision-making at the program and policy level?
- Do I believe that patients and families bring a perspective to a project that no one else can provide?
- Do I believe that patients and family members can look beyond their own experiences and issues?
- Do I believe that the perspectives and opinions of patients, families, and providers are equally valid in planning and decision-making at the program and policy level?

Activity: Section 3

If you have experience working with patients and families as advisors and/or members of improvement or other teams, answer and discuss these additional questions:

- Do I understand what is required and expected of patients and families who serve as advisors and/or members of improvement or other teams?
- Do I clearly state what is required and expected of patients and families in their roles as advisors?
- Do I help patients and families set clear goals for their role?
- Do I feel comfortable delegating responsibility to patient and family advisors and improvement team members?
- Do I understand that an illness or other family demands may require patients and family members to take time off from their responsibilities on these teams?

Discussion/Questions



QUALITY

Sources

- A Checklist for Attitudes about Patients and Families as Advisors. (n.d.). Institute for Patient- and Family-Centered Care. Retrieved March 25, 2016, from http://www.ipfcc.org/advance/Checklist_for_Attitudes.pdf Adapted from Jeppson, E. & Thomas, J. Essential Allies: Families as Advisors (1994) Institute for Patient- and Family-Centered Care, Bethesda, MD.
- Coulter, A. (2012). Patient Engagement—What Works? *Journal of Ambulatory Care Management*, 35(2), 80-89. Retrieved March 25, 2016.
- Coulter Angela, Ellins Jo. Effectiveness of strategies for informing, educating, and involving patients *BMJ* 2007; 335 :24
- Levison, Wendy, Debra L. Roter, John P. Mullooly, Valerie T. Dull, and Richard M. Frankel. "Physician-Patient Communication: The Relationship With Malpractice Claims Among Primary Care Physicians and Surgeons." *The Journal of the American Medical Association* 277.7 (1997). Web. 13 Apr. 2016.
- Mazor, K. M., Smith, K. M., Fisher, K. A., & Gallagher, T. H. (2016). Speak Up! Addressing the Paradox Plaguing Patient-Centered Care. *Annals of Internal Medicine Ann Intern Med*, 1. Retrieved March 25, 2016.
- Rachel L. Johnson, Debra Roter, Neil R. Powe, and Lisa A. Cooper. Patient Race/Ethnicity and Quality of Patient–Physician Communication During Medical Visits. *American Journal of Public Health: December 2004, Vol. 94, No. 12, pp. 2084-2090. doi: 10.2105/AJPH.94.12.2084*