Partnering for the Future

LAN SUMMIT
Health Care Payment Learning & Action Network

207 Workshop: Engaging Patients to Achieve APM Success

OCTOBER 22, 2018 | SHERATON TYSONS HOTEL | TYSONS, VA
Welcome

Erin Mackay
Associate Director of Health Information Technology Programs, National Partnership for Women & Families
Workshop Objectives:

- Offer practical solutions and strategies for practices facing challenges in the transition from traditional fee-for-service to alternative payment.

- Provide attendees with tangible and practical knowledge, insight, and anecdotes you can take back to your organizations, with the goal of achieving success in practice transformation.

Workshop Structure:

- Attendees will respond – via your phone and the mentimeter app – to poll questions that will help faculty determine where to focus the discussion.

- Faculty will introduce themselves and share anecdotes about their experience in the two main focus areas: Patient-Generated Health Data (PGHD), and 2) Shared Decision-Making (SDM).

- Following the poll results, attendees will engage with the faculty to describe their issues and questions related to PGHD and SDM, to share experiential learning about strategies and tactics for making progress in these topic areas.
Question 1: What are Your Biggest Challenges Related to PGHD?

- Having appropriate technology to collect data from patients
- Training staff to communicate with patients about PGHD in general, and also in the context of cultural sensitivity and stigma
- Communicating the purpose of PGHD to patients (i.e. motivating their engagement to provide data)
- Having infrastructure to analyze and integrate the data into clinical workflows
- Consistently engaging with a stable patient population to allow for longitudinal tracking
Question 1: What are Your Biggest Challenges Related to PGHD?

- Having appropriate technology to collect data from patients: 10
- Training staff to communicate with patients about PGHD: 5
- Communicating the purpose of PGHD to patients: 2
- Having infrastructure to analyze and integrate the data into clinical workflows: 12
- Consistently engaging with a stable patient population to allow for longitudinal tracking: 3
Question 2: What PGHD tools are you most interested in learning more about?

- Patient or Member Surveys
- Patient Portals
- Secure email
- Face-to-Face Patient Communication
- Individual technology (apps, devices in waiting rooms, etc.)
Question 2: What PGHD tools are you most interested in learning more about?

- Patient or Member Surveys: 4
- Patient Portals: 6
- Secure Email: 1
- Face-to-Face Patient Communication: 5
- Individual technology: 6
Question 3: Using/Incentivizing Shared Decision-Making

• Do you use shared decision-making tools in your practice? (Y/N)

• Do you incentivize providers to use shared decision making? (Y/N)
Question 3: Using/Incentivizing Shared Decision-Making
Question 3: Using/Incentivizing Shared Decision-Making: Do you incentivize providers to use shared decision making?
Question 4: What are Your Biggest Challenges to Using or Implementing SDM?

- Staffing – who is going to have the conversations and work with the patient?
- Training staff
- Availability of clinician extenders/paraprofessionals
- Understanding how to approach patients with sensitivity to their personal and/or cultural preferences
Question 4: What are Your Biggest Challenges to Using or Implementing SDM?

- Staffing: 2
- Training staff: 4
- Availability of clinicians, assistants, and paraprofessionals: 2
- Understanding how to approach patients: 10
Workshop Faculty

Katherine Brieger
Chief of Patient Experience and Staff Development, HRHCare

Tim Kotas
Chief Operating Officer, Welvie

Jennifer Neer
Senior Business Change Manager, Anthem
Value-based Care

Value-based care model utilizes processes to proactively identify what health care patients need, when they need it, and how to get it to them.

Reimburses doctors for value-based, rather than volume-based performance:
- Providing patient-centered, high quality, cost-effective care
- Rewarded through Shared Savings as result of reduced medical costs
- Benefits members, providers and health plan

Value-based payment models have the potential to improve clinical outcomes, care access and lower total costs, resulting in improved satisfaction for both consumers and health care professionals.
The SHARE Approach to Shared Decision Making

Step 1: Seek your patient’s participation
Step 2: Help your patient explore and compare treatment options
Step 3: Assess your patient’s values and preferences
Step 4: Reach a decision with your patient
Step 5: Evaluate your patient’s decision

Material adapted from the AHRQ SHARE Approach curriculum
The SHARE Approach. Content last reviewed August 2018.
Agency for Healthcare Research and Quality, Rockville, MD.
• Welvie
  • Direct to Patient Decision Support
  • Powerful Analytics
  • Proven Patient Engagement

• My Surgery℠
  • Preference-Sensitive Surgery Program
  • Proven - 3 year RCT with CMMI

• Welvie My Life Letters℠
  • Advance Care Planning Program

• Welvie Outcomes
  • Improves Patient/Provider Experience
  • Improves Population Health
  • Lowers cost
Engaging Providers in Value-Based Care

Enhanced Personal Health Care

Anthem’s largest value-based payment program

Designed to support primary care providers in addressing some of the greatest challenges in our health care system
Now We Want to Hear from You!

Related to either PGHD or SDM:

• What are your biggest pain points?

• If you can walk out of this workshop with one or two practical solutions for a specific problem, what is that problem and what are some ideas you have been considering?
Visit the LAN Website for our Resources

https://hcp-lan.org/
Exit Survey

We want to know what you think!

Please take a moment to complete the exit survey so we can continue to improve and enrich the LAN. Use the link in Guidebook for this session to provide us your feedback.
Contact Us
We want to hear from you!

www.hcp-lan.org

@Payment_Network

PaymentNetwork@mitre.org

Search: Health Care Payment Learning and Action Network