Including the Voice of the Patient through Technology to Transform the Patient Experience

Presenters:
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Joanne Clavelle, DNP, RN, NEA-BC, FACHE
Transforming Patient Experience: The Innovative Use of Technology to Drive Outcomes

The Beryl Institute Patient Experience Conference
April 16, 2018
Define patient and family engagement and understand the state of the science

Describe how the Person Engagement Index ® is applied to practice to impact a persons capacity to be engaged in their care

Explore how technology can be leveraged to improve outcomes and impact a persons ability to be engaged in their care
our mission.

To help people take an active role in their health journey.
patient engagement defined

“The relationship between patients and health care providers as they work together to promote and support active patient and public involvement in health and health care and to strengthen their influence on health care decisions, at both the individual and collective levels.”

Coulter, 2013
What is Precision Engagement?

“The ability to uniquely engage each patient with the right information, at the right time, in the right setting, according to his or her individual capacity to engage.”
PRECISION ENGAGEMENT™

Uniquely engage each patient with the right information, at the right time, according to his or her individual capacity to engage.

Published Clinical Model
Unique Data and Insights
Cross-Continuum Patient Engagement
The missing piece for systematically delivering personalized care to every patient, every family, every time

We capture, analyze and communicate the true voice of the patient, and provide care teams the critical knowledge, skills and tools at the moment it matters most to impact care.

I'm in serious pain.

How will I remember all of this?

I'm not sure when to take my meds.

I am confused.

I can not afford my medications.

It's too loud to sleep.

Visit History

Insurance Coverage

Name
Age
Birthdate

DRG Codes

Test Results

Medication List

Copay

Vitals

Copay

Vitals

Test Results

Medication List

Visit History

Insurance Coverage

Name
Age
Birthdate

Dr. Darla

It's too loud to sleep.

I'm not sure when to take my meds.

I don't have transportation.

I can not afford my medications.

I'm in serious pain.

How will I remember all of this?

I am confused.

I can not afford my medications.
There has to be a different way

PATIENT-CENTERED CARE

Concept by Sachin Jain, Art by Matthew Hayward © 2014 All Rights Reserved
The Patient’s Platform

THE VENUES

AMBULATORY CLINICS

INPATIENT & SPECIALTY CARE

HOME & LONG-TERM CARE

FOLLOW-UP

THE WHITE SPACES

PHARMACY

REFERRAL

DISCHARGE

ADMISSION
Published Clinical Model

Interactive Care™: A groundbreaking clinical process model that provides healthcare professionals with new skills and workflows to transform care delivery.
INTERACTIVE CARE MODEL™

Rethinking the person/family/care partner and clinician relationship to better engage people in their health care journey.
Person Engagement Index
# From 8 domains to 4 Identified Factors

<table>
<thead>
<tr>
<th>Description</th>
<th>No. of items from 8 Original Domains</th>
</tr>
</thead>
</table>
| **1. Engagement in Healthcare** (9 items)       | 3 Safety Involvement  
|                                                 | 2 Health Literacy (knowledge of healthcare)  
|                                                 | 2 Preventative Actions  
|                                                 | 2 Patient Preferences  |
| **2. Technology Use in Healthcare** (3 items)   | 3 Technology Use in healthcare  |
| **3. Proactive Approach to Healthcare** (4 items) | 2 Activation/Motivation  
|                                                 | 1 Patient Preferences  
|                                                 | 1 Psychosocial Support  |
| **4. Psychosocial Support** (2 items)           | 2 Psychosocial Support  |
# PEI Reliability

<table>
<thead>
<tr>
<th>Domain</th>
<th>Cronbach’s Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>.896</td>
</tr>
<tr>
<td>Engagement in Healthcare</td>
<td>.885</td>
</tr>
<tr>
<td>Technology Use in Healthcare</td>
<td>.854</td>
</tr>
<tr>
<td>Proactive Approach to Healthcare</td>
<td>.728</td>
</tr>
<tr>
<td>Psychosocial Support</td>
<td>.880</td>
</tr>
</tbody>
</table>
Unique Data and Insights

**Person Engagement Index™ (PEI):** A breakthrough instrument to measure a person’s capacity to engage in their care journey

**FOUR (4) FACTORS:**

- Engagement in Healthcare
- Technology Use in Healthcare
- Proactive Approach to Healthcare
- Psychosocial Support for Healthcare
# Application of PEI Score

Using the assessment index of a person’s capacity to be engaged

<table>
<thead>
<tr>
<th>PEI Score</th>
<th>Exchange information and communicate choices</th>
<th>Planning between person and clinician</th>
<th>Appropriate interventions determined</th>
<th>Evaluate regularly</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOW</td>
<td>Assess current knowledge and understanding of health status</td>
<td>Start with small, manageable, goals which can be achieved</td>
<td>Educational topics tailored to the individual’s current knowledge level, preferences and values</td>
<td>Incremental improvements can be evaluated through review of documentation in log</td>
</tr>
<tr>
<td>MEDIUM</td>
<td>Can describe healthcare status and shares credible information</td>
<td>Discuss options for healthcare goals</td>
<td>Accesses resources to assist with achieving healthcare goals</td>
<td>Monitoring one’s progress to healthcare goals</td>
</tr>
<tr>
<td>HIGH</td>
<td>Understands healthcare options and good rationale for choices to self-manage health</td>
<td>Sets healthcare goals as part of the healthcare team</td>
<td>Shared decision making for interventions</td>
<td>Maintaining optimal health status based on goals</td>
</tr>
</tbody>
</table>
EXERCISE: PAIR AND SHARE

Share one example of how technology has improved your care effectiveness.

Share one example of how technology has impacted patient experience in your work setting.
PEI Practice Cohort
Purpose of the PEI Practice Cohort

The PEI Practice Cohort convenes organizations committed to demonstrating methods and models that engage persons in their care journey through the innovative application of the PEI for population health. Through shared learning and clinical coaching support, participants generate, implement and evaluate clinical practice applications that transform care and lead to improved outcomes.
Participant Summary

• 9 organizations across the United States
• Inpatient and outpatient demonstration projects
• QI and formal research with IRB approval
• Integration of PEI with clinical record or cloud-based database management
• Inpatient and outpatient settings
  – Television console
  – Ipad

DETAILS

• **Populations:** COPD, CHF, Joint Replacement, Spine Surgery, Diabetes
• **Aim:** How are care interventions informed by the PEI scores, specifically PEI subscale scores?
• **Outcomes:** What outcomes are achieved as a result? (e.g. decreased readmissions, medication adherence, management of risk factors)
PEI Practice Cohort Participants

FLORIDA HOSPITAL

atriumHealth

MUSC
Medical University of South Carolina

THE UNIVERSITY OF ALABAMA AT BIRMINGHAM

Kaiser Permanente®

Gundersen Health System®

Sacred Heart Health System

Emory Healthcare

Wake Forest Baptist Health
Technology Application in Practice: Workflows that Drive Outcomes
There is no aspect of our profession that will be untouched by the informatics revolution in progress.

- Angela McBride, Distinguished Professor and University Dean Emeritus Indiana University School of Nursing
Technology at the Point of Care Transforms Practice

• Empowers patients and families to:
  ✓ Learn more about their condition
  ✓ Set care goals
  ✓ Provide real time feedback
  ✓ Practice self management of chronic conditions
  ✓ Stay connected to providers
  ✓ Receive the right care at the right setting at the right time

• Predicts adverse outcomes through NLP and machine learning processing of clinician notes
• Improves empirical outcomes

getwell:)network
Patient Education + Med Teaching

Patient Admitted → RN assesses learning needs → Hourly rounding follow-up with patient → Document in EHR

Epic: Nurse assigns education via Topics/Titles/Teaching Points → New video alert → Learner ID Question → General Comprehension Question

EHR: medication ordered → New med alert → Medication List: Why Prescribed Side Effects Special Precautions Other Information

Patient selects icon or nurse verifies comprehension and selects icon → Legal Waiver Patient Enters Email Education sent to personal email

Important information for Jessica:
There are 3 videos waiting for you. You can also learn more about your medicines. Would you like to learn more now?

Watch my videos View my meds Remind me later

Both workflows feed main education prompt at daily teaching times

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Improved patient education leads to improved satisfaction with nurse communication

SUCCESS STRATEGY
GWN committee created by Nurse Managers

- Staff go through a 3 day mandatory training session and receive a GWN T-shirts upon completion
- Rounding on the units to talk with staff and patients and discuss GWN
- Weekly reports provided by Nurse Managers on unit utilization

KEY INSIGHTS
- As a result, this hospital has seen a **55% increase** in completion of prescribed education
- This correlates with a **3.4% improvement** seen in patient satisfaction with nurse communication
Increased patient satisfaction with Nurse Communication across a Health System

Correlation of Health Video Utilization and Nurse Communication
HCAHPS
5 Hospital Health System

Standardized work in follow up of prescribed education and teach back.

KEY INSIGHTS
• As a result, this client has seen a **12.5% increase** in health video utilization
• This correlates with a **16.5% improvement** seen in patient satisfaction with nurse communication
Increasing patient satisfaction through education about medications

SUCCESS STRATEGIES
• Through integration with medication orders in Cerner, patients are alerted when they have new medications ordered and are encouraged to learn about them.
• Medication teaching is hardwired into the staff’s workflow and verification of medication teaching having been completed is included in the Nurse Manager daily rounding tool.

KEY INSIGHTS
• As a result, this client has seen a 77x in medication education utilization
• This correlates with a 19% improvement seen in patient satisfaction with medication teaching
A strategic initiative for a women and children’s service line leads to improved satisfaction with medication teaching

**SUCCESS STRATEGIES**
- Department of Nursing strategic initiative to increase patient education around Medication Teaching
- Incorporated leader rounding with “just in time” orientation/training
- Top down / bottom up accountability
- Increased visibility of reports on monthly basis to service line leaders and front line staff

**KEY INSIGHTS**
- As a result, this client saw an increase medication views by 21x
- This correlates with a 18% improvement in patient satisfaction with medication teaching
Fall Prevention

5 reminders every 2 hours, Priority Space active until complete

Patient Admitted

Fall Pathway Introduction

Risk Factor Awareness Question

Feedback

Video: Fall Prevention in Your Hospital Room

Check In: Call don’t fall

EHR: Staff notification or document response

EHR: Video completion (unsolicited result)

Risk factors are tailorable by facility to match your clinical assessments

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Taking a standardized approach across a health system has a positive impact on falls rates

SUCCESS STRATEGIES

- Patients are required to watch a fall prevention video as a part of mandatory education
- Patients receive a Call Don’t Fall prompt when the clinical falls risk score is moderate to high risk
- Staff incorporate discussion around the 4 P’s (Pain, Position, Potty and Possessions) with every patient during rounding

KEY INSIGHTS

- As a result, this hospital has seen a **23.5% increase** in falls pathway completion
- This correlates with a **18% decrease** in falls rate w/ injury from March 2016 through March 2017
Hospital-Acquired Infections

- **Patient Admitted**
  - Hand Hygiene Video Auto-Assigned
  - Reminder alerts fire daily
  - Questions audit care team compliance

  - Document completion in EHR
  - Notifications or document response in EHR

  - Follow-up and reinforce with patients

Unobtrusive reminders keep hand hygiene top of mind
Proactively engaging patients through education and awareness helps decrease infection rates

SUCCESS STRATEGIES
• Requiring all patients to complete important patient safety education around hand hygiene and patient safety
• Awareness prompts encouraging patients to ask their care team to wash their hands

KEY INSIGHTS
• This hospital saw a 44% decrease in CAUTI rates and a 64% decrease in CLABSI

Data Source: VA SAIL FY14 Q1 – FY17 Q2
Engaging patients and families, empowering clinicians and delivering outcomes... anywhere
Overview
• Mobile patient education, medication information and health management tools
• Extensive library of chronic condition-focused and specialty-specific Patient Pathways™ to target and personalize engagement
• Goals and challenges tailored to individuals
• Text and email reminders keep patients on track with care plans

Impact
• Supports hospital readmission reduction initiatives
• Improves care management staff productivity
• Reduces patient leakage
• Promotes greater adoption of patient portals
• 100% cloud-based solution
What is in a Patient Pathway?

<table>
<thead>
<tr>
<th>Transition content</th>
<th>Home to Venue</th>
<th>Venue to Home</th>
<th>Follow-up Visit</th>
<th>Self Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical post-discharge information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education content</th>
<th>The Basics</th>
<th>Participate in My Care</th>
<th>Medications</th>
<th>Behavior Changes</th>
<th>Lifestyle Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-paced modules composed of text, videos, tips, &amp; quiz questions</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action content</th>
<th>Assessment</th>
<th>Surveys &amp; Feedback</th>
<th>Next Steps</th>
<th>Checklists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personalized feedback &amp; trackable activities</td>
<td></td>
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</table>

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## Impacting outcomes outside the hospital wall through mobile technology

<table>
<thead>
<tr>
<th>FOCUS AREA</th>
<th>SOLUTIONS</th>
<th>OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congestive Heart Failure</td>
<td>Go</td>
<td>• 30-Day Readmission Rates</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Return Visits to the ED</td>
</tr>
<tr>
<td></td>
<td>Go</td>
<td>• Decreased office visits</td>
</tr>
<tr>
<td></td>
<td>Chronic Heart Failure Pathway</td>
<td>• Symptom Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Weight</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Patient Satisfaction Measures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provider Satisfaction Measures</td>
</tr>
</tbody>
</table>

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What is one action step you can take when you return to work that would improve patient and family engagement?
Questions?
Thank you.

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jclavelle@getwellnetwork.com
Exhibitor Reception

6:00 PM

Riverside

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