Leadership Essentials Institute

Patient Centered Care: The Role of the Healthcare Leader

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Objectives

• Review the challenges and the opportunities of Patient Engagement and Meaningful Use Stage 2 requirements that involve patient centered care.

• Discuss the benefits of implementing a patient centered approach to care and review those components that must be addressed like education, involvement of family, team collaboration, etc.

• Identify, from a provider perspective, organizational best practices, including challenges and opportunities, for implementing a program that revolves around patient centered care.
POV Professional Foundation

- 38 Years in Nursing-ED, CCU, Home Health, LTC…
- 5 Number of Degrees/Certificates
- 18 Years in Informatics
- 6 Number of Career Switches in Nursing
- 25+ Presentations
- 28+ Publications
- 4 Professional Roles at present
POV Personal Foundation

- Years with one chronic illness: 38
- Years with two chronic illness: 14
- Years with three chronic illness: 10
- Physicians involved: 9
- Complimentary Providers: 5

Prescription medications
Patient Centered Care: A Historical Perspective

Image: http://www.yorkhospital.com/about-york-hospital/
2011 143 Studies Reviewed

Patient Centeredness

• National Healthcare Disparities Report, 2010
  – “[H]ealth care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients' wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care” http://www.ahrq.gov/research/findings/nhqrdr/nhdr10/Chapter5.html

• Agency for Healthcare Research & Quality (AHRQ)
  – Relationship-based primary care that meets the individual patient and family’s needs, preferences, and priorities.
The Pursuit of Genuine Partnerships with Patients and Family Members: The Challenge and Opportunity for Executive Leaders

Taylor & Rutherford: Frontiers of Health Services Management 26:4
Ten New Rules to Redesign and Improve Care

1. Care is based on continuous healing relationships
2. Care is customized according to patient needs and values
3. The patient is the source of control
4. Knowledge is shared and information flows freely
5. Decision making is evidence-based
6. Safety is a system property
7. Transparency is necessary
8. Needs are anticipated
9. Waste is continuously decreased
10. Cooperation among clinicians is a priority
Model the way

Inspire a shared vision

Challenge the process

Enable others to act

Encourage the heart

The Five Practices Leadership
Get the Patient & Families’ Perspective

• Create a patient and family advisory board
  – Hear a family or patient story at each governing board meeting
  – Put patients and families on improvement teams as team members
  – Put patients and families on hospital committees
• Sponsor discovery dialogues where you and your leadership team listen to the high and low points of patient and family interactions with your organization
• Launch improvements and changes based on what you learn.
What is Patient Engagement?

Patient & their care givers are more involved, educated and empowered

Review of 259 studies: “underline the urgency for a deeper understanding of what patient engagement means in order to develop knowledge useful for innovation both in clinical practice and health policy agendas”

Engagement Level
Desired Experience Level

- Macy’s
- Barney’s New York
- Walmart
- Personal Shopper
Stage 2: Engaging Patients in Their Health Care

• Providing patients the ability to **view online, download and transmit** their health information
  
  – More than 5 percent of patients seen by the eligible professional or admitted to an inpatient or emergency department of an eligible hospital or critical access hospital view, download, or transmit to a third party their health information.

• Using **secure electronic messaging** to communicate with patients on relevant health information
  
  – More than 5 percent of unique patients seen by the eligible professional send a secure message using the electronic messaging function of certified EHR technology
Watch Stereotyping –

Internet by proxy....
“Patient engagement is “not just an IT solution. It’s a care solution. IT is just the mechanism.”

Eric Manley, the eHealth System Manager for the Mayo Clinic

# HIMSS Patient Engagement Framework

## Patient Engagement Framework Overview

### Before Me
- Patient Specific Education
  - kolejka
  - Providence
- Patient Specific Information
  - kolejka
  - Providence
- Patient Specific Resources
  - kolejka
  - Providence

### Engage Me - IF
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Patient - IF
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Patient - Then
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Patient - After
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Support Patient Engagement
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Value
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Example
- Patient Engagement Engagement
  - kolejka
  - Providence
- Patient Engagement Information
  - kolejka
  - Providence
- Patient Engagement Education
  - kolejka
  - Providence
- Patient Engagement Resources
  - kolejka
  - Providence

### Patient Engagement Engagement
- kolejka
  - Providence

### Patient Engagement Information
- kolejka
  - Providence

### Patient Engagement Education
- kolejka
  - Providence

### Patient Engagement Resources
- kolejka
  - Providence

### Value
- kolejka
  - Providence

### Example
- kolejka
  - Providence

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**Source:**

**LEADERSHIP ESSENTIALS INSTITUTE**

transforming health through IT
Happy or Better?
High Patient Sat = Good Care?

Does what is best = Happy?

Is a warm blanket a good thing?

Who gets to be happy?
HCAHPS

- Questions 1-25 Experience
- Questions 26-32 Demographics
Nursing: A Key To Patient Satisfaction

• First study to explore in detail the relationship between hospital nurses’ work environments, staffing levels, and the HCAHPS patient satisfaction measures

• Patients’ reports of satisfaction are higher in hospitals where nurses practice in better work environments or with more favorable patient-to-nurse ratios

http://content.healthaffairs.org/content/28/4/w669.full
Frustration with electronic health records has never been higher among RNs,

- poor workflows
- bad communication
- scant input on implementation decisions
- 84 percent of nursing administrators - EHRs' impact on nurses' workloads were not considered highly enough
- 79 percent of job-seeking nurses polled say the reputation of the hospital's EHR system is a "top three" consideration in their choice of where they will work.
Paper Brains Still Exist
Clinical work has:
• High cognitive workload
• Frequent cognitive shifting
  – Between patients
  – Unit operations
• Ongoing interruptions

Leading to:
– Missed care activities
– Poor or absent team communication
– Increased clinician stress
– Errors

Outcomes:
• Decreased patient safety & satisfaction
• Increased clinician burnout

Technology CAN Help!
Thank you for the gift of your time today!

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