

The Changing Role of Patients, Providers, and Payers, What Does the Landscape Look Like and How Will Technology Enable this Revolution?

Susan Edgman-Levitan, PA
Executive Director

Stoeckle Center for Primary Care Innovation
Massachusetts General Hospital

April 16, 2009

MA Technology Leadership Council

Overview

- **Definition of Patient Centered Care**
- **Shifting Paradigms: Evolving Stakeholder Roles**
- **Medical Home Principles: Professional and Patient**
- **Research – What Consumers Want**
 - **Electronic Tools**
 - **Technology to Support Care Management**
- **Consumer HIT Principles**
- **Summary**

What is Patient-Centered Health Care

The Institute of Medicine defines patient-centered care as:

“providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.”

Source: Institute of Medicine. *Crossing the Quality Chasm*, 2001.

What is Patient-Centered Health Care: What Do Patients Care About?

Ambulatory Patients

- Access to care and wait times
- Communication with doctors and other clinicians
- Knowledge of and respect for preferences
- Timely reporting of test results and other clinical information
- Courtesy, respect, and helpfulness of staff

Hospital Patients

- Respect for preferences
- Communication with doctors and nurses
- Communication about medications
- Pain control
- Emotional support
- Family/friends involvement
- Coordination of care
- Discharge information

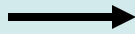
Shifting Paradigms for Care: New Ways of Working

Current paradigms:

Focus on sickness



Event-based healthcare



Static experiences



Directive communication



Individual experiences



Patient goes to treatment



One size fits all



Obscurity



We are shifting toward:

Focus on health & life balance

Continuous healthcare

Iterative experiences

Collaboration

Team-based experiences

Treatment goes to patient

Mass customization

Transparency

Joint Principles of the PCMH: Professional Perspective

- *Personal physician*
- *Physician directed medical practice*
- *Whole person orientation*
- *Care is coordinated and/or integrated*
- *Quality and safety are hallmarks*
- *Enhanced access*
- *Payment reform*

Source: www.pcpcc.net, Patient Centered Primary Care Collaborative.

Medical Home Principles: Consumer Perspective

The nine consumer principles are:

1. In a patient-centered medical home, an interdisciplinary team guides care in a continuous, accessible, comprehensive and coordinated manner.
2. The patient-centered medical home takes responsibility for coordinating its patients' health care across care settings and services over time, in consultation and collaboration with the patient and family.
3. The patient has ready access to care
4. The patient-centered medical home “knows” its patients and provides care that is whole person oriented and consistent with patients' unique needs and preferences.

Source: National Partnership for Women & Families. *Principles for Patient- and Family-Centered Care: The Medical Home from the Consumer Perspective*. Available at: http://www.nationalpartnership.org/site/DocServer/Advocate_Toolkit-Consumer_Principles_3-30-09.pdf?docID=4821.

Medical Home Principles: Consumer Perspective

5. Patients and clinicians are partners in making treatment decisions.
6. Open communication between patients and the care team is encouraged and supported.
7. Patients and their caregivers are supported in managing the patient's health.
8. The patient-centered medical home fosters an environment of trust and respect.
9. The patient-centered medical home provides care that is safe, timely, effective, efficient, equitable, patient-centered and family-focused.

Source: National Partnership for Women & Families. *Principles for Patient- and Family-Centered Care: The Medical Home from the Consumer Perspective*. Available at: http://www.nationalpartnership.org/site/DocServer/Advocate_Toolkit-Consumer_Principles_3-30-09.pdf?docID=4821.

Consumer Access to Electronic Tools

Tool	Would Like to Access	Already Access	Would Pay Extra to Access
Online medical records and test results	78%	6%	26%
Online appointment scheduling	72%	10%	18%
Email to doctor	76%	9%	23%

Source: California HealthCare Foundation. *Helping Patients Plug In: Lessons in the Adoption of Consumer On-Line Tools*. Available at: <http://www.chcf.org/documents/chronicdisease/HelpingPatientsPlugIn.pdf>.

Consumers See Advantages To Technology-enabled Care Management

- 68% are interested in home/remote monitoring devices that enable self-monitoring of their condition and electronic reporting of results to their physician; Seniors (78%) and consumers with a chronic condition (75%) express highest interest.
- 64% are interested in home/remote devices that include prompts and reminders to improve adherence to a health improvement or treatment plan; interest is especially high among consumers with chronic conditions (71%) and ranges from 51% of Gen Y consumers to 76% of Seniors.

Source: Deloitte Center for Health Solutions. *2009 Survey of Health Care Consumers: Key Findings, Strategic Implications*. Available at: www.deloitte.com/us/2009consumersurvey.

Remote monitoring

- Consumers want support and help, education and information, and telecommunication instead of on-site visiting.
- Consumers felt more confident and empowered, their knowledge increased and their health status improved due to the ICT resources. Lack of face-to-face meetings or privacy did not appear to be a problem.

Source: Akesson, Kerstin M., Saveman, Britt-Inger, Nillson, Gunilla. Health care consumers' experiences of information communication technology—A summary of literature. *International Journal of Medical Informatics*. Vol. 76, Issue 9, Sept 2007, pp. 633-645.

Health Information Technology – Consumer Principles

- *Individuals should be able to access their personally identifiable health information conveniently and affordably.*
- *Individuals should know how their personally identifiable health information may be used and who has access to it.*
- *Individuals should have control over whether and how their personally identifiable health information is shared.*

Source: National Partnership for Women and Families. Health Information Technology – Consumer Principles. March 2006. Available at: <http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>.

Health Information Technology – Consumer Principles

- *The governance and administration of electronic health information networks should be transparent, and publicly accountable.*
- *Recognizing the potential of electronic patient data to support quality measurement, provider and institutional performance assessment, relative effectiveness and outcomes research, prescription drug monitoring, patient safety, public health, informed decisionmaking by patients and other public interest objectives, systems should be designed to fully leverage that potential, while protecting patient privacy.*

Source: National Partnership for Women and Families. Health Information Technology – Consumer Principles. March 2006. Available at: <http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>.

Health Information Technology – Consumer Principles

- *Systems for electronic health data exchange must protect the integrity, security, privacy and confidentiality of an individual's information.*

Source: National Partnership for Women and Families. Health Information Technology – Consumer Principles. March 2006. Available at: <http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>.

Health Information Technology – Consumer Principles

- *Implementation of any regional or national electronic health information network should be accompanied by a significant consumer education program so that people understand how the network will operate, what information will and will not be available on the network, the value of the network, its privacy and security protections, how to participate in it, and the rights, benefits and remedies afforded to them. These efforts should include outreach to those without health insurance coverage.*

Source: National Partnership for Women and Families. Health Information Technology – Consumer Principles. March 2006. Available at: <http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>.

Summary

- Consumers embrace innovations that enhance self-care, convenience, personalization and control of their personal health information and that eliminate paperwork and wasted time.
- End-user failure or design failure? Involve patients and families in your prototyping!

DiabetesMine Design Challenge

The 2009 DiabetesMine™ Design Challenge

Welcome to the 2009 DiabetesMine™ Design Challenge, an online competition to encourage creative new tools for improving life with diabetes.

Do you have an idea for an innovative new diabetes device or web application? This is your chance to win up to \$10,000 to realize your design concept, and potentially help transform life with diabetes for millions of people.

This competition is open to all. We welcome entries from any individuals or organizations passionate about diabetes and product design – patients, parents, caregivers, students, entrepreneurs, developers, engineers, etc.



Source: 2009 DiabetesMine Design Challenge. <http://www.diabetesmine.com/designcontest>.

Patients Like Me

patientslikeme™ Patients helping patients live better every day.

Patients | Treatments | Symptoms | Research

Search this site

Search

Help | Crisis



Share Your Experience »

See how easy it is...

Find Patients Like You »

Try it out...

Learn From Others »

Discover the power of many...

Join Now (It's free!)

Already a member? [Log in](#)


Click on member photos for more details

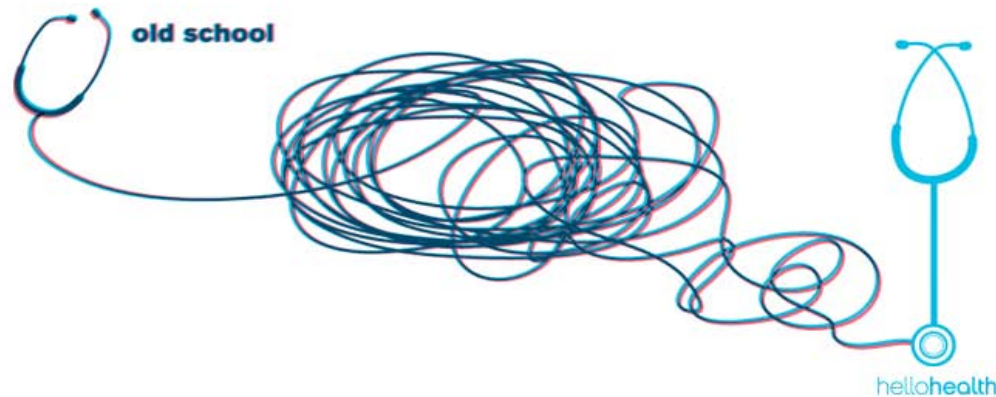


Source: patientslikeme: patients helping patients live better every day. Available at: <http://patientslikeme.com>.

Hello Health

7 reasons to join up:

- 1 See your doctor today
- 2 Talk by email, text, IM, and phone
- 3 Real customer service
- 4 Many free meds and tests
- 5 Affordable
- 6 We're local
105 Berry Street
Williamsburg, Brooklyn, 11211
- 7 To avoid this 



What is **hellohealth**

We're a revolutionary new experience with your neighborhood doctor. We mix office and online visits to give you personal attention when and how you want it.

How it works:

- Become a member
- Log in
- Make your own appointment with the doctor of your choice
- Meet your doctor in their office
- Simply pay with your credit card on file
- No paperwork— just the convenience of the Internet
- After your first office visit, we can meet up online or in person
- Sort of revolutionary, eh?

 [learn more](#)

hellohealth for business

- Convenient health care for your employees
- Have your own company doctors on demand
- No more whole days off of work
- [Contact](#) us for group rates



hellohealth in the news:

CNN

[New in '09: You won't go in to see the doctor.](#)

Time Out

[What to do if...you need a doctor, stat.](#)

Good Magazine

[What's up, Doc?](#)

am NEW YORK

[An IM Chat with Hello Health.](#)

questions & reviews:

Check us out on [Yelp](#).

If you have a question, join the conversation on our [Get Satisfaction](#), or call 877.610.0119.

Source: Hello Health: Doctors in Williamsburg, Brooklyn, New York. Available at: <https://www.hellohealth.com/main/index.html>.

BrainTalk Communities and the Knee Guru

BrainTalk Communities

User Name Remember Me?
 Password

Register FAQ Members List Calendar Today's Posts Search

Welcome to the BrainTalk Communities.

If this is your first visit, be sure to check out the [FAQ](#) by clicking the link above. You may have to [register](#) before you can post: click the register link above to proceed. To start viewing messages, select the forum that you want to visit from the selection below.

Forum	Last Post	Threads	Posts
BrainTalk Community Support			
New Visitors Click Here! (1 Viewing)	Hi by Lois_86809 Yesterday 08:29 PM	616	2,329
Artistic Expression and Therapy Sub-Forums: Artistic Expression and Therapy , Graphic Art , Artistic Words			
Advocacy and Activism	E walkathon at the NJ Shore? by dainty 04-08-2009 08:46 AM	48	191
Career Search Support (1 Viewing) A forum for support & discussion about all aspects and stages of looking for employment.	Looking for Volunteer work or... by channing28105 03-27-2009 09:01 PM	1	
Chatroom Feedback A place to discuss the Chatrooms and to give feedback about their use.	opera chatrooms by clouds_z 03-27-2009 01:29 AM	7	
Forum Feedback (1 Viewing) Forum Feedback is a place to discuss general ideas about the BrainTalk Communities - a place to ask any questions you may have, to talk about things you like, things you don't like, new ideas about how our community may grow, and new features you'd like.	Please remove my account by roadracer Today 01:54 AM	2	

Source: BrainTalk Communities. Available at:
<http://brain.hastypastry.net/forums/>.

BrainTalk Communities

50,397 Members
 48,537 Topics
 335,807 Posts

KNEEGuru

24,327 Members
 46,881 Topics
 449,498 Posts

KNEEgeeks
 KNEEGuru bulletin board

USER INFO: Welcome, Guest. Please login or register. Did you miss your activation email?

Information hub
 Bulletin board
 Forum archives

Search Site

HOME DONATE HELP SEARCH CALENDAR LOGIN REGISTER

All Purpose Therapy Wraps
 Elasto-Gel hot and cold therapy
 Soothes muscle & joint pain
www.want2care.com

Millions of Pain Patches
 Recalled by FDA. They may cause injury or death. Join the lawsuit.
www.TopClassActions.com

Knee Pillows, Free Ship
 Knee & Leg Spacer Support Pillows, BeoRests, More. Quick Ship.
www.stincomfort.com/LegPillows

Ads by Google

KNEEgeeks
 The LIBRARY
 Products you couldn't do without (Moderators: The KNEEGuru, liga_mod, PFS_Mod, NYCKnee_mod, ACIMed)

1 Member and 2 Guests are viewing this board.

Pages: [1] 2 3 ... 11 [GO DOWN]

Subject	Started by	Replies	Views	Last post
The best for me!!! The Crutch Bag! ...and a thanks!	Jetman	6	2365	March 29, 2009, 12:29:56 am by esteach
need help for shower/tub entry/exit	flipflop	11	1026	March 19, 2009, 12:17:21 pm by Yurko
THE absolute BEST ICE PACK you will EVER USE!!	nikkiluv	2	216	March 18, 2009, 04:43:36 am by nikkiluv
Big Squishy Feather KingSize Pillow	Maz	1	603	January 17, 2009, 04:49:31 pm by michaie
pain-free sleep	puffingirl	3	716	January 17, 2009, 04:47:19 pm by michaie

Arthritis In Knee?
 The Advice & Facts That Your Doctor Doesn't Want You To Know, Read Now
KnowingArthritis.org

Knee Joint Home

Source: "Products you couldn't do without" bulletin board. KNEEGuru.
 Available at: <http://www.kneeguru.co.uk/KNEEtalk/index.php?board=15.0>.



头



米

*Those who say it
cannot be done should
not interrupt the person
doing it.*

-Chinese Proverb

Resources

Helping Patients Plug In: Lessons in the Adoption of Consumer On-Line Tools

<http://www.chcf.org/documents/chronicdisease/HelpingPatientsPlugIn.pdf>

2009 Survey of Health Care Consumers: *Key Findings, Strategic Implications*

http://www.deloitte.com/dtt/cda/doc/content/us_chs_2009SurveyHealthConsumers_March2009.pdf

Health Information Technology – Consumer Principles, March 2006

<http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>

Akesson, Kerstin M., Saveman, Britt-Inger, Nillson, Gunilla. Health care consumers' experiences of information communication technology—A summary of literature. *International Journal of Medical Informatics*. Sept 2007: 76(9), pp. 633-645.

National Partnership for Women & Families. *Principles for Patient- and Family-Centered Care: The Medical Home from the Consumer Perspective*. Available at:

http://www.nationalpartnership.org/site/DocServer/Advocate_Toolkit-Consumer_Principles_3-30-09.pdf?docID=4821.

Forsythe, Diana. *Studying Those Who Study Us: An Anthropologist in the World of Artificial Intelligence*.

Resources

National Partnership for Women and Families. *Health Information Technology – Consumer Principles*. March 2006. Available at:
<http://www.nationalpartnership.org/site/DocServer/HIT.pdf?docID=991>.

Fox, Susannah. *Pew Internet & American Life Project*. Available at:
<http://www.pewinternet.org>

2009 DiabetesMine Design Challenge. Available at:
<http://www.diabetesmine.com/designcontest>

BrainTalk Communities

CAHPS

e-Patients.net

Hello Health (Brooklyn, NY)

Center for Information Therapy Blog

KNEEGuru

patientslikeme

Patient-Centered Primary Care Collaborative

Ted Eytan, MD, e-Health Blog

The Stoeckle Center for Primary Care Innovation

<http://brain.hastypastry.net/forums/>

<https://www.cahps.ahrq.gov/default.asp>

<http://e-patients.net>

<http://www.hellohealth.com/main/index.htm>

<http://ixcenterblog.org>

<http://www.kneeguru.co.uk>

<http://www.patientslikeme.com>

<http://www.pcpcc.net>

<http://www.tedeytan.com>

<http://www.stoecklecenter.org>