Putting the Patient at the Center of Care

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“Our criteria and standards need to be more flexibly adaptable to the finer clinical peculiarities of each case. In particular, we need to learn how to accurately elicit the preferences of patients to arrive at truly individualized assessments of quality.”

The quality of care: How can it be assessed? JAMA 1988;260:1743-1748
Patient Engagement History

1999: To Err is Human: Building A Safer Health System
2000: AHRQ initiates 5-year, $150M in patient safety funding
2001: Harvard/Kaiser surveys find 42% of public and 35% of physicians report experiencing errors
2002: AHRQ/Ad Council exploratory research finds patients worry about errors, but don’t feel empowered to take action
2005: Questions are the Answer Campaign
First TV ads feature singing/dancing health care professionals
Putting the Patient at the Center of Care

- The Current State of Quality, Access and Disparities
- Growing Recognition and Focus on Patient Centered Care
- Encouraging Patient Engagement
- Q&A
AHRQ Priorities

- **Effective Health Care Program**
  - Comparative Effectiveness Reviews
  - Patient-Centered Outcomes Research
  - Clear Findings for Multiple Audiences

- **Patient Safety**
  - Health IT
  - Patient Safety Organizations
  - Patient Safety Grants (incl. simulation)

- **Ambulatory Patient Safety**
  - Safety & Quality Measures, Drug Management, & Patient-Centered Care
  - Patient Safety Improvement Corps

- **Medical Expenditure Panel Surveys**
  - Visit-Level Information on Medical Expenditures
  - Annual Quality & Disparities Reports

- **Other Research & Dissemination Activities**
  - Quality & Cost-Effectiveness, e.g., Prevention & Pharmaceutical Outcomes
  - U.S. Preventive Services Task Force
  - MRSA/HAIs
Reports Indicate that Quality Is Improving, but at Slow Pace

- Quality is up 2.3 percent
- Biggest gains in acute illness and injury
- Access and disparities are not improving
- Urgent attention is warranted with respect to certain services, geographic areas and populations

www.ahrq.gov/qual/qrdr10.htm

Areas that Merit Urgent Attention

- Cancer screening and management of diabetes
- States in the central part of the country
- Residents of inner city and rural areas
- Disparities in preventive services and access to care

Patient-centeredness: The final frontier?

- Patient-centeredness may be the most challenging of all six domains of quality, because it is so difficult to define and measure.

- But, it is also likely the most important, because it includes elements of all other domains.
Effective Health Care Program

- AHRQ’s Effective Health Care Program created by Medicare Modernization Act of 2003
- From 2005-2009, AHRQ received $129 million from Congress for patient-centered outcomes research
- Program has published more than 100 products, including guides for clinicians and consumers, with plans for 75 more over the next two years
- Emphasis on synthesis of existing evidence and creation of new evidence

www.effectivehealthcare.ahrq.gov
Growing Recognition of the Importance of Patient-Centeredness

- Improving health outcomes by developing and disseminating evidence-based information to patients, providers, and decision-makers.
- Investments in robust systems and infrastructure to inform everyday clinical decision-making.
- More opportunities to evaluate patient-centered outcomes research among diverse populations and patient subgroups that are not always adequately represented in studies.
<table>
<thead>
<tr>
<th>Title</th>
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<tbody>
<tr>
<td>Recovery Act: Citizen Forum on Effective Health Care</td>
<td>American Institutes for Research</td>
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<td>Adaptation of Consumer Guides for Patients With Low Health Literacy</td>
<td>University of Texas MD Anderson Cancer Center</td>
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<td>Adapting Hypertension and Diabetes Guides for Hard-to-Reach African American Men</td>
<td>Philadelphia Health Management Corporation</td>
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<tr>
<td>Using Comparative Research Results to Optimize the Quality of Life for Persons with Diabetes and Chronic Pain</td>
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Patient-Centered Outcomes Research Institute

Created by the Affordable Care Act

- An independent, nonprofit Institute with public- and private-sector funding

- Sets priorities and coordinates with existing agencies that support patient-centered outcomes research

- Prohibits findings to be construed as mandates on practice guidelines or coverage decisions

- Provides funding for AHRQ to disseminate research findings of the Institute and other Government-funded research

- Contains patient safeguards

www.pcori.org
The Patient-Centered Outcomes Research Institute and AHRQ

- Provides funding for AHRQ to disseminate research findings of the Institute and other Government-funded research, and to train research on patient-centered outcomes research and build capacity for research
  - Up to 20 percent of the Patient-Centered Outcomes Research Trust Fund can be used to support research capacity building and dissemination activities

- 80 percent may be used by AHRQ for dissemination and establishing grants for research methods training
- 20 percent can be used by the Secretary to coordinate relevant federal health programs to build data capacity for patient-centered outcomes research
AHRQ Patient Engagement Campaign

Questions are the Answer: 2011

- New ads running this fall in medical journals, including NEJM, JAMA, American Family Physician, Annals of Internal Medicine, Journal of the American Academy of Physician Assistants, Journal for Nurse Practitioners, etc

  - Focus group feedback from patients indicates that they feel physicians are rushed and don’t have time for questions
  - Primary care physicians and nurses say patients need to prioritize questions (no time to go over every study found on the internet)
From the Engaged Patient’s Perspective

Bill Lee

- After 10 heart attacks, Bill got more involved in his care. Now his heart disease and diabetes are under control.

http://www.ahrq.gov/questions/pctvideos.htm
Linda Bradley-Tiernan, M.D.
- This heart doctor brings her list of questions when she visits her doctor and says you should, too.

http://www.ahrq.gov/questions/p cvideos.htm
Future Priorities for Evidence Communication

- Expand the knowledge base on how people put evidence into practice in their everyday lives
- Further examination of the different stages of receptiveness to engagement and how they can be addressed
- Address the gaps that exist between our ability to produce data and having the capacity to produce actionable information that can be used *right now*
- Promote value by making the most of opportunities emerging with the momentum that has been generated for system transformation
Where to From Here?

- Promote the involvement of patients and families in their own care, practice-level quality improvement, and policy and research
- Form alliances, partnerships and other strategies that promote collaboration
- Further integrate quality into the broader health care transformation effort
- Support practices with technical assistance and tools
Thank You

AHRQ Mission
To improve the quality, safety, efficiency, and effectiveness of health care for all Americans

AHRQ Vision
As a result of AHRQ's efforts, American health care will provide services of the highest quality, with the best possible outcomes, at the lowest cost

www.ahrq.gov