

Can We Design a “Shoe that fits?” What Would Pay for Performance Measures Look Like if They Were Designed by Patients?

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CMS Quality Strategy



Foundational Principles

- Enable Innovation
- Foster learning organizations
- Eliminate disparities
- Strengthen infrastructure and data systems

Goals

- Make care safer
- Strengthen person and family centered care
- Promote effective communications and care coordination
- Promote effective prevention and treatment
- Promote best practices for healthy living
- Make care affordable

CMS' Framework for Patient and Family Engagement

- **Goal 2: Strengthen person and family engagement as partners in their care**
 - **Strategic Result: Patients and families are engaged as informed, empowered partners in their care.**

CMS' Framework for Patient and Family Engagement

- CMS aims to strengthen person and family engagement in healthcare by promoting patient-centered care delivery with a focus on improved experience, patient self-management, and enhanced shared decision-making.
- A shift towards patient-centered care will mean defining success not just by the resolution of clinical conditions, but also by whether patients achieve their desired health outcomes.

Foundational Principles

- **Eliminate disparities**
 - Ensure the use of culturally, linguistically, and ability-appropriate patient and family educational materials
 - Tailor patient self-management education and support programs to minority and underserved populations
- **Enhance infrastructure and data systems**
 - Use health information technology (IT) to ensure communication and collaboration between providers and patients, and families and caregivers
 - Promote and support providers in creating health IT-enabled environments for their patients that are driven by data

Foundational Principles

- **Enable local innovations**
 - Encourage providers to develop innovative interventions to improve communication with patients and caregivers
 - Reward health plans and providers that deploy effective patient-centric tools and resources
- **Foster learning organizations**
 - Improve quality measurement of patient and caregiver engagement and promote transparency in access to quality data
 - Educate providers about self-management best practices and how to teach these best practices to patients

CMS At Work Engaging Patients and Families



Policy, Programs and Quality Improvement

Benefit Design, Value and Incentives

Engagement in Decision-making, Care Coordination, Prevention and Treatment

Family and Caregiver Support and Engagement

- Focused Groups/Patients in the Room for Program Development
- Incorporating Public Comments
- Learning and Action Networks with Patients
- Measures Development and Patient Reported Outcomes
- Patient's Experience of Care Data
- Partnership for Patients
- QIOs/ESRD Networks Improvement Activities and Technical Assistance

- Weighting of Patient Experience and Patient Reported outcomes in VBP Programs
- Innovations Models (e.g. Medicare Care Choice Models for Palliative Care; Premium design and co-pay innovations)
- Money Follows the Person
- Promoting Patient Adherence
- "From Coverage to Care" Activities

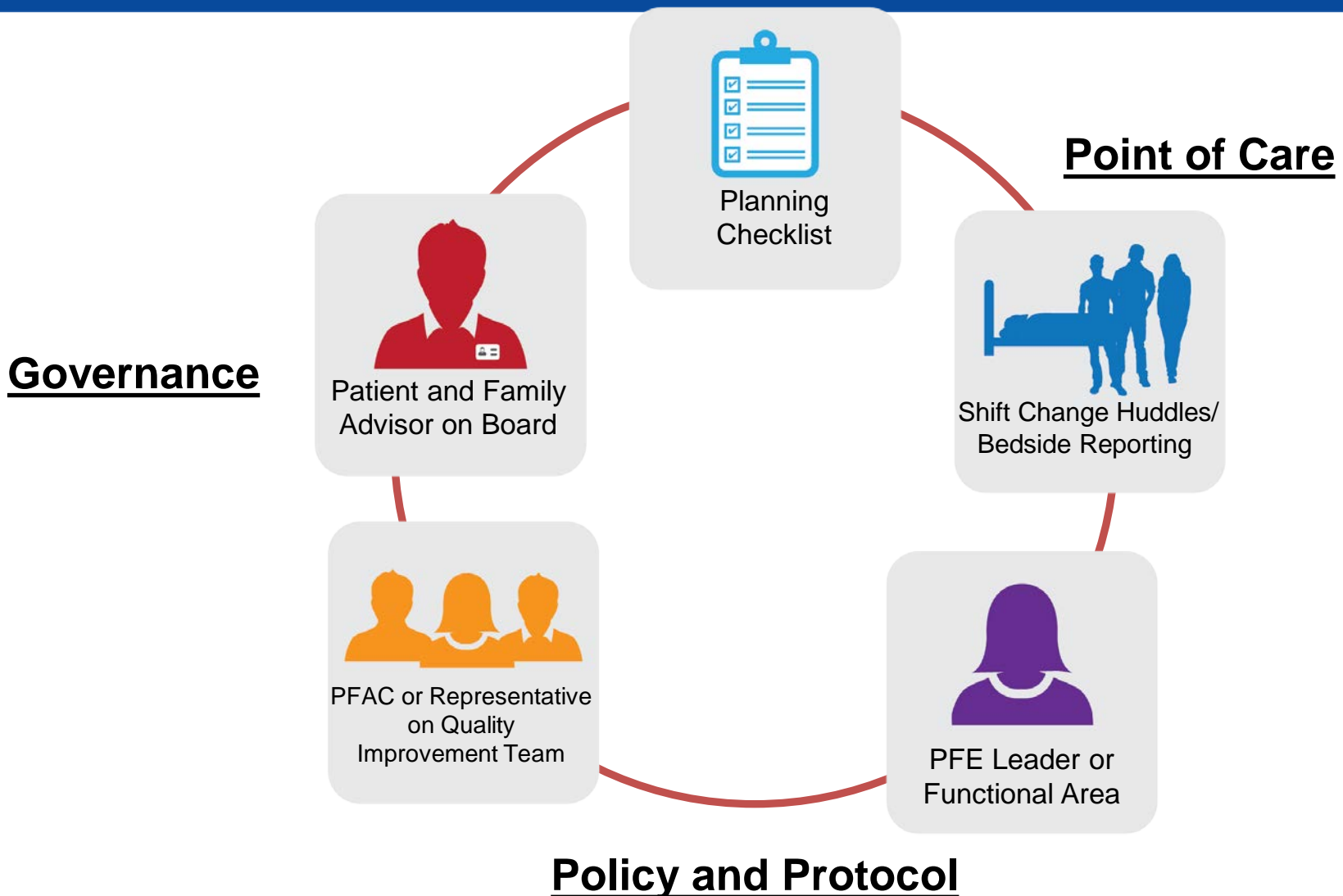
- CMS Compare Sites
- Early Elective Delivery Reduction Initiative
- Every person with Diabetes Counts
- Transforming Clinical Practice Initiative
- Use of Decisions Support Tools in HIT
- MU requirements for providing info to patients
- Advanced Directives
- Promoting respect for Patient Values, Cultures and Traditions

- Families in the Room opportunities
- Learning and Action Network Participation
- Respite Programs
- Medicaid Family Counseling Programs
- Caregiver resources on Medicare.gov

Partnership for Patients Strategy to Support Patient & Family Engagement

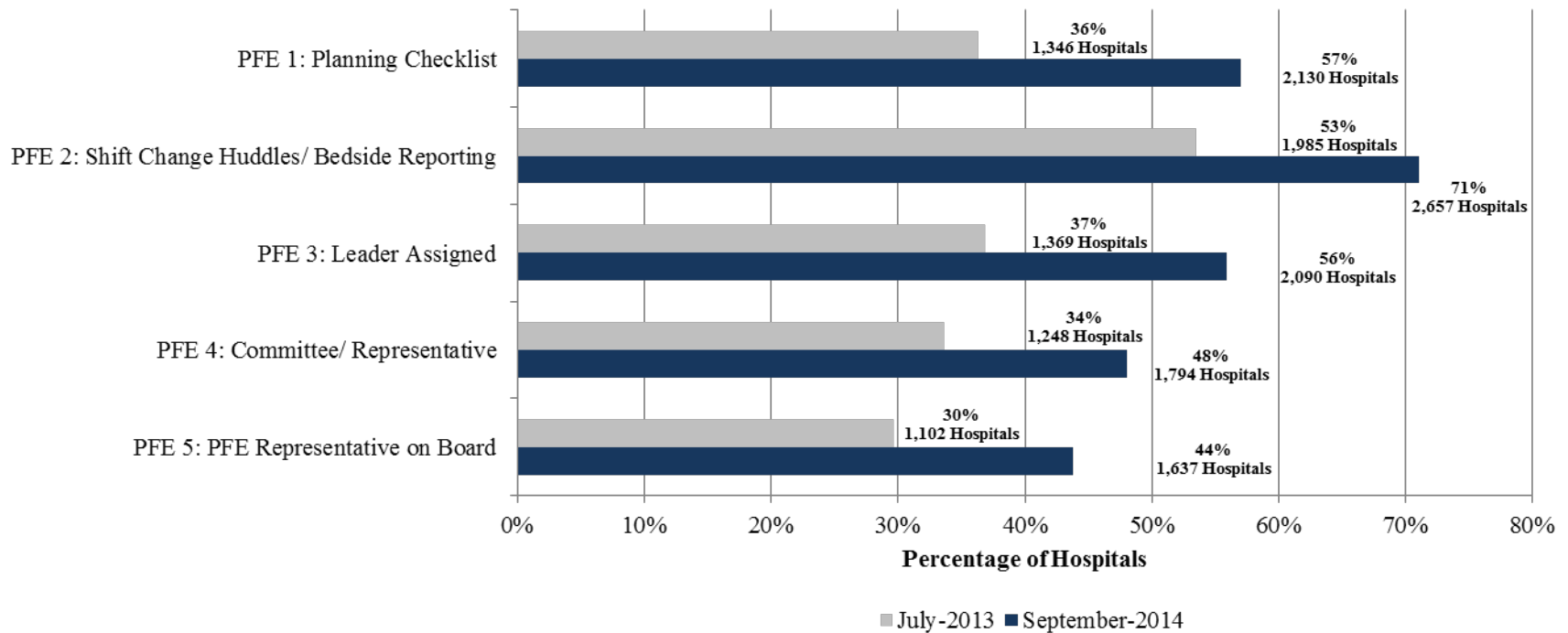
1. **Authentically engage** patients in the work and model best practices
2. **Identify** organizations that reflect best practices
 - i. Vidant Health-NC
 - ii. RARE Campaign-MN
 - iii. Wexner Medical Center-OH
 - iv. Many others...
3. **Replicate** and spread effective practices
4. **Track** progress on PFE across 3700+ hospitals and increase transparency
5. **Team** with and support others involved in leading this work
 - i. National Partnership for Women and Families, Institute for Patient and Family Centered Care, Institute of Medicine, Gordon & Betty Moore Foundation, many others
 - ii. Support 236 patient advocates who are working with 27 HENs and 3714 hospitals throughout the United States
 - iii. AHRQ's 7 Pillars Initiative, QIOs and other Federal Partners

PFE Metrics: Measuring Hospital Successes



Progress Toward Campaign Goals

Percentage of Hospitals Meeting Each PFE Metric, July 2013 and September 2014



Source: HEN-submitted Z-5 spreadsheets, July 2013 and September 2014.