



We All Have a Stake in Patient Engagement

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Association®





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- 1. What does it mean to engage?**
 - 2. What does it take to engage?**
 - 3. Can you enable our engagement**
 - 4. Why is it critical to address our engagement?**



1. What does it mean to "engage"?



Not nice. NECESSARY



2. What does it take to engage?



Engagement:

“Actions people take to gain the greatest possible benefit from their health care.”



- Find clinician(s) who meet your personal preferences (e.g., location, training, personal style), will take new patients and accept your insurance
- Use available comparative performance and cost information to identify prospective clinicians
- Establish relationships with a clinician, practice or group to provide care for you
- Use available comparative performance and cost information to identify prospective health care facilities, such as hospitals, rehabilitation centers or nursing homes
- Know where to go for care when professional care is needed – and do so as appropriate



COMMUNICATE WITH
CLINICIANS

- **Prepare for appointments (prepare questions, set priorities)**
- **Report on history and current mental / physical symptoms and side effects**
- **Ask questions, express concerns; clarify expectations**



- **Know how the practice, clinic or hospital works (scheduling, no-show and after-hours care policies, parking, and physical access)**
- **Make sure clinician has information about your health history, test results, insurance and medications; hand carry if necessary**
- **Maintain your own personal health record**



- **Compare insurance coverage options, matching them to your values, needs and preferences**
- **Select coverage**
- **Submit eligibility documentation if applying for Medicaid, Medicare or SCHIP**
- **Identify benefits restrictions before seeking care**
- **Pay co-pays and bills**
- **Submit all receipts for services, drugs, devices and services to insurance / health plan**



- **Gather additional expert opinions on any serious diagnosis before starting treatment**
- **Ask about the evidence for the efficacy, risks and benefits of recommended treatment options**
- **Evaluate your treatment options**
- **Set up a treatment plan with your clinician**



- **Learn how to take / use new medications and devices, including possible side effects and interactions**
- **Use medications as prescribed**
- **Consult with your clinician about changing / stopping**
- **Get diagnostic and follow-up tests**
- **Monitor symptoms (e.g., for diabetes — monitor glucose regularly, check feet)**
- **Seek help if danger signs appear**



PROMOTE HEALTH

- **Set and act to change habits to stay healthy and prevent disease**
- **Get help (Weight Watchers, SmokEnders) if you need it**
- **Make the lifestyle changes you agreed on with your clinician to stay healthy**



- **Talk with your clinician about which vaccines and screening tests are right for you**
- **Get the ones you need**



- **Complete advance directives and medical power of attorney**
- **Discuss them with family and/or significant others, your primary care clinician and other health care clinicians**
- **Review and re-distribute them regularly**



- **Assess your risks for poor health, disease and injury, and seek opportunities to learn about health and disease prevention**
- **If you have a chronic disease, understand the condition(s), the risks and benefits of treatment options and personal behavior change(s) by seeking opportunities to improve your knowledge about your health and your illnesses**



Engagement Behavior Framework

www.cfah.org/Framework.pdf



3. How to help us engage



**Invite and expect our
participation starting at
admission.**



Reduce uncertainty



**Build skills in the hospital that
allow us and our caregivers
to contribute to our care in
the hospital and we can
perform at home**



**Start early in our stay to
teach us about specific
warning signs**



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- **Variation in our abilities, capacities and willingness to engage.**
 - **There is no way to take into account every contingency**
 - **There is no “killer” app for engagement**



**4. Why is it critical for you
to address our
engagement?**



HCAHPS score =

IMPORTANT
POSSIBLE
SAFE



...whether we believe our participation in our care is welcome and possible here – or not.



Engagement:
not nice
NECESSARY



What to do?

- a. **expect / support** participation
- b. **reduce** uncertainty
- c. **build** skills while in-patient
- d. **teach** warning signs early



**Experience of care ratings =
indicator of likeliness to engage**

IMPORTANT

POSSIBLE

SAFE