



The ways patients and families engage physicians

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Agenda

- Context and Near Current State
- How's that working for you?
- Future State Vision
- Transitional State – Play 4 Prevention
- IOM - Future State Realization (2005)

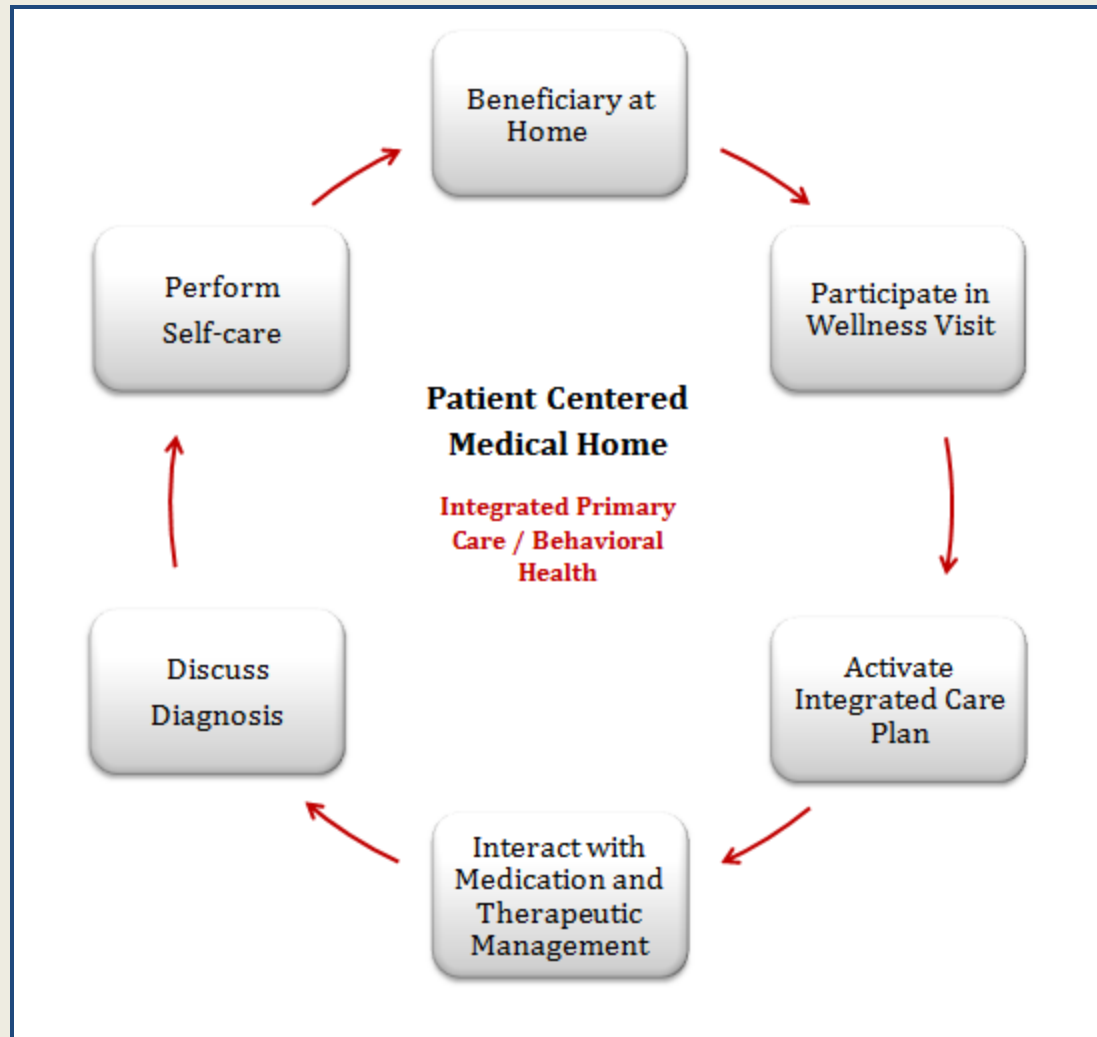


Context

- Service Value Chain - customer centered
- Cardio-vascular Metabolic Disorders
- Human Factors, Health and Habits
- Language matters
 - Patient
 - Beneficiary
 - Consumer
 - Citizen



Near Current State



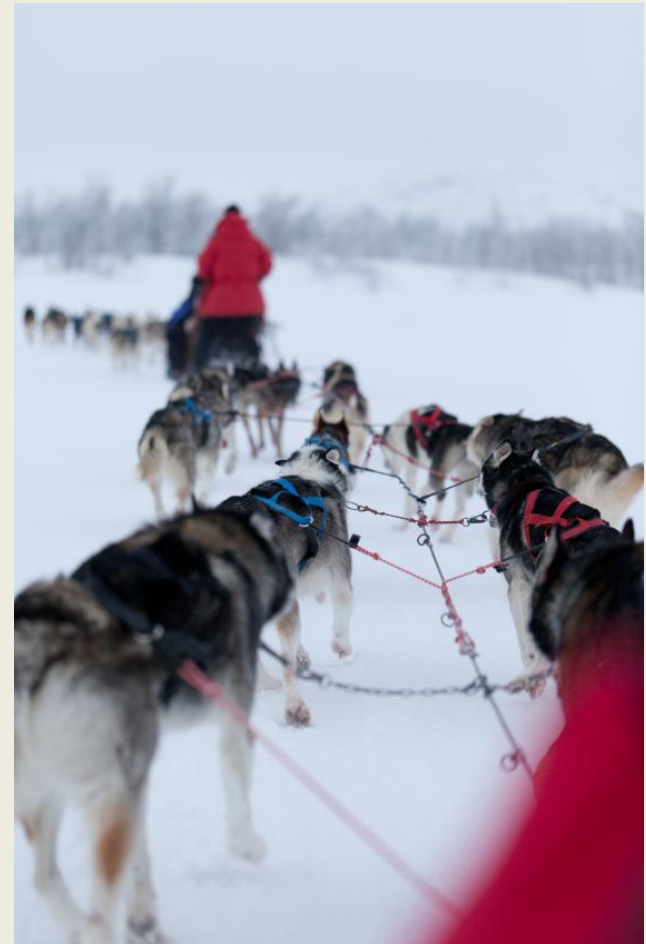
How's that working for you?

- “What do you do with a non-compliant patient?”
- “She says she understands, but doesn't do what I say.”
- “He isn't taking his pain meds and then goes to the ER.”
- “She says she just can't afford the co-pay.”



Future State Vision – Looking ahead

- Match **health-literate citizens** with **health-literate organizations**



Future State Vision

- Recruit patients and families for advisory boards, councils, service design teams, service and clinical improvement teams
- Include citizen feedback on staff performance evaluation



Future State Vision



- Recruit groups of citizens to learn and practice self-care skills to foster wellness
- Take action on learning from self-care groups' feedback
- Enable citizens and families as advocates and teachers for community wellness



Mountain-Pacific QIO

- Quality Improvement Organization under contract with CMS for AK, HI, MT, WY and U.S. Pacific Territories
- Projects improve quality in hospital, primary care, and community populations
- Play 4 Prevention: Mark Marabella, Nikola Bratton and Ann Lovejoy



Play 4 Prevention

- Citizen self-care interest group – Learning and Action Network (LAN)
- Purpose: Prevent and manage cardio-vascular metabolic chronic conditions
- Method: Action-oriented adult learning



Medication
Reconciliation between
Pharmacist and P4P
Participant



Play 4 Prevention

- P4P sessions consist of
 - Exercise gaming to boost activity via fun
 - Education and discussion = needs based topics
 - Socialization and skill practice



P4P video

<http://www.youtube.com/watch?v=729zb6qvZxo&feature=youtube>



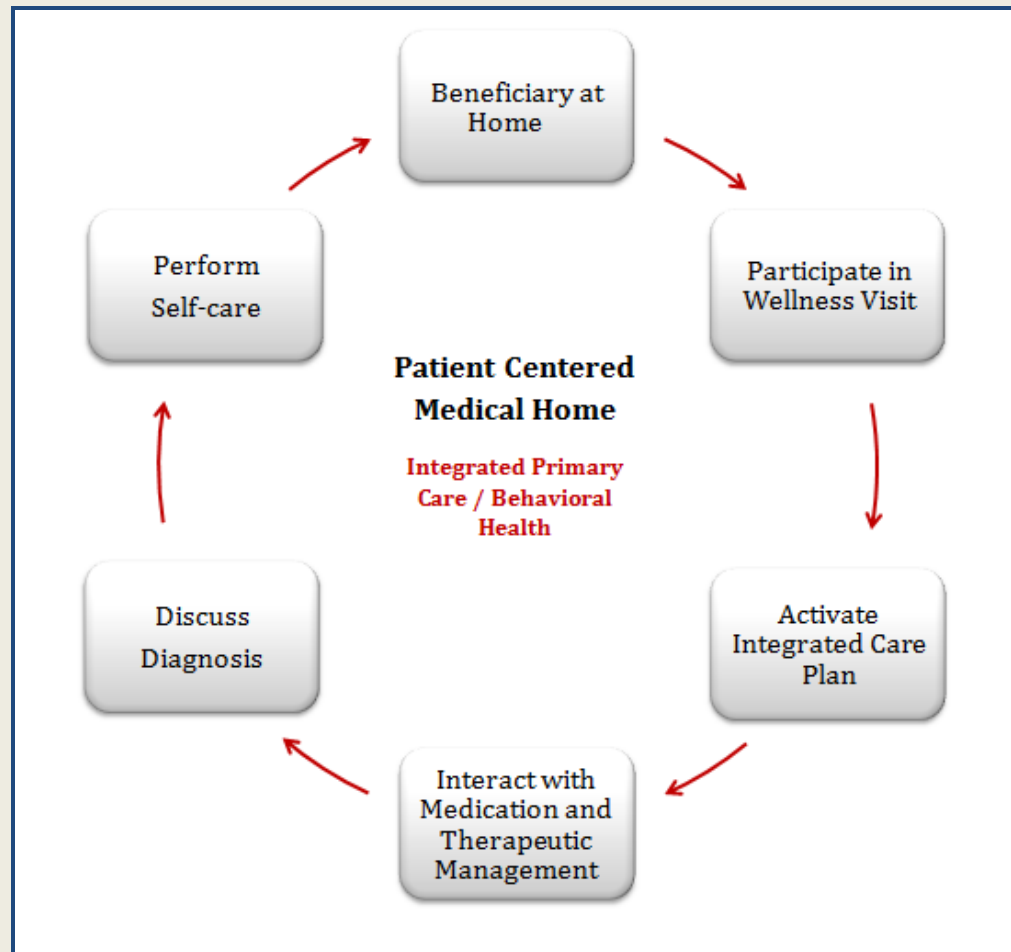
Play 4 Prevention Results

- Observable behavior change: aware, participating, performing, teaching
- Results are tangible and intangible
- Continuous learning is evident
- All teach : all learn



Play 4 Prevention

- 12 week cycle aligns with physician visits



Play 4 Prevention Methods

Closed Lack of control



Open Active

- Isolation
- Catastrophe scenario
- Stressful, fearful
- Startle, fight, flight
- Not continuous in time

- Facilitator is authentic
- Peer support
- Music
- “Just do it” – small steps
- Gains over time



Play 4 Prevention Methods

Healthy habit skills

- ☺ **Helpful** behaviors are:
 - What am I doing?
 - What is the result of it?
 - What is the payoff to doing it?

Vs. Healthy habit barriers

- ☹ **Unhelpful** behaviors are:
 - What am I feeling?
 - Who is the cause?
 - What is the punishment?



Play 4 Prevention Methods

System interaction skills

☺ Helpful experiential content

- Observe in triad
- Participate in sessions
- Role play – Perform
- Discover knowledge
- Apply knowledge

Vs. System interaction barriers

☹ Unhelpful experiential content

- Non-health literate provider
- Rule-based
- Unmet-cultural longing
- Environment



P4P Curriculum

- Orientation and measurement
- Habits, goals
- Cravings, self discipline
- Food - Eating healthy
- Food - Portion size
- Asking for help
- Medication and pharmacist
- Medication use
- Prevention visits - ACA
- Optimize office visits: role play



P4P Curriculum



- Glow germ – hand washing
- Staying Safe - fraud, disasters, people
- Staying Safe - prevent falls in home
- Tech day - email and portals
- Tech day - good information
- Advanced directives
- Hospice, palliative care
- Complementary Medicine
- Celebration and evaluation



Play 4 Prevention Improvement

Participants drive additional topics for successive improvement cycles

- Focus on Future: medical equipment, tablets, mobile-health, web-education
- Reinforce tradition, intentionally multi-generational
- Community wellness – gardens, food, housing, spirituality, social opportunities, purpose



Humanizing health



IOM - Future State Realization

Elements of Health Literate Organizations:

- Leadership promotes health literate system
- Plans, evaluates and improves
- Prepares and monitors workforce
- Includes consumers – “citizens”
- Targets high risks



IOM - Future State Realization

- Meets needs of all – no disparities
- Ensures easy access
- Designs easy to use citizen tools
- Explains coverage and costs - alternatives





Questions?

