

# Engaging Patients and Families in Health Care Transformation Through Centers for Medicare & Medicaid Services' National Initiatives

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## CMS' vision and mission for PFE

### Vision:

A transformed health care system that proactively engages persons and caregivers in the definition, design and delivery of their care.

### Mission:

To create an inclusive, collaborative and aligned national person and family engagement framework that is guided by person-centered values and drives genuine transformation in attitudes, behavior and practice.

CMS' Quality Strategy goals also highlight PFE as an important component of its overall strategy to improve care across the nation.

## Background

The Centers for Medicare & Medicaid Services (CMS) has prioritized person and family engagement (PFE) as a key component to help health care organizations provide high-quality, safe and reliable care at a lower cost. Significant efforts have been made by CMS to ensure PFE is occurring at the national level through large-scale initiatives such as the Partnership for Patients (PfP) and the Transforming Clinical Practice Initiative (TCPI).

As a CMS' Hospital Engagement Network (HEN) from 2011-2016 — and, beginning in the fall of 2016, as a Hospital Improvement Innovation Network (HIIN) — Vizient® has been actively working with CMS to help health care organizations meaningfully engage patients and family members to reduce harm. In 2015, Vizient was named a Practice Transformation Network (PTN) as part of TCPI. In these capacities, Vizient works with hospitals, clinics and physician practices to engage patients and families in the transformation of care by offering:

- Individual and group coaching to HIIN and PTN members
- Collaborative networks and peer learning events for members that are just beginning their PFE journey, where they can learn from those that have engaged patients and families in their work for many years
- Best practice sharing through organizational spotlights, educational webinars and PFE performance stories

Vizient continually collects and monitors PFE metrics for all of our HIIN and PTN members. Findings are reported to CMS as well as our members, who can use them to improve and refine their PFE practices.



PFE metrics were developed for both the PfP and TCPI by multidisciplinary teams comprising independent local and national patient advisors and advocates, as well as individuals from national and state-based organizations that participate in the PfP and TCPI. These metrics provide guidance to help hospitals, clinics and physician practices understand the ways in which patients and families can engage in health care transformation efforts.

Three domains have been identified to focus PFE efforts across the care continuum:

1. Point of care
2. Organizational policy and protocol
3. Organizational governance

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## PfP PFE metrics for hospitals

### Point of care

Use of a planning document or checklist for patients who have a scheduled admission

Shift change huddles at the bedside or bedside rounding

### Organizational policy and protocol

Dedicated staff to manage patient engagement activities

Patient and Family Advisory Council or patients and families serve on improvement committees

### Organizational governance

Patients and families serve on governing boards or board committees

## TCPI PFE metrics for clinics and physician practices

### Point of care

Use of an e-tool (patient portal or other similar technology) that provides patients with their health information

Promote shared decision-making to authentically engage patients as part of the care team

### Organizational policy and protocol

Assess and measure patient activation (i.e., having the knowledge and confidence to manage one's own health)

Systematically address health literacy issues

Evaluate and support patients and caregivers in medication self-management

### Organizational governance

Patients and families participate in governance or operational decision-making