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A Conversation with the National Quality Partners[™] Action Team to Co-Design Patient-Centered Health Systems

Capstone Webinar

July 14, 2020

Welcome



National Quality Forum Welcome



Shantanu Agrawal, MD, MPhil President & CEO, National Quality Forum



OUR MISSION

To be the trusted voice driving measurable health improvements

OUR VISION

Every person experiences high value care and optimal health outcomes

OUR VALUES

Collaboration • Leadership • Passion • Excellence • Integrity



National Quality Partners (NQP)

NQP works to impact health and healthcare quality through collaboration and partnership that catalyzes action and accelerates improvement



NQP Initiatives and Action Team Topics





NQP Action Team to Co-Design Patient-Centered Health Systems

- The NQP Action Team to Co-Design Patient-Centered Health Systems launched in December 2019 and met through July 2020
- The NQP Action Team included 29 diverse member organizations representing nearly every sector of healthcare; more than one-quarter of the Action Team is comprised of patient advocate organizations

Co-Designing Patient-Centered Health Systems NQP Action Team goal: Identify actionable strategies and practices that organizations can use to create a culture that embraces co-design in quality and safety initiatives



NQP Co-Designing Patient-Centered Health Systems Action Team Members

- American Academy of Family Physicians
- American College of Nurse-Midwives
- American Occupational Therapy Association
- America's Physician Groups
- Centene Corporation
- Center for Patient Partnerships
- Centers for Medicare & Medicaid Services
- Coalition to Transform Advanced Care (C-TAC)
- Compassus
- Consumers Advancing Patient Safety
- Genentech Inc.
- Health Resources and Services Administration
- Hospital for Special Surgery
- Humana Inc
- Intermountain Healthcare

- Kaiser Permanente
- Mathematica
- Merck & Co., Inc.
- National Coalition for Hospice and Palliative Care
- National Patient Advocate Foundation
- Northeast-Caribbean AIDS Education and Training Centers
- Nursing Alliance for Quality Care
- OCHIN, Inc
- Patient & Family Centered Care Partners, Inc.
- Planetree International
- Project Patient Care
- Virginia Mason Medical Center
- Vizient, Inc.
- WellCare Health Plans, Inc.



Sponsorship

■ NQF gratefully acknowledges support from the following organizations towards the National Quality Partners[™] (NQP) work on patient-centered co-design: Nursing Alliance for Quality Care, Silver Sponsor; Compassus, General Sponsor



An Overview: Co-Design



The act of collaborating with patients, families, and caregivers as equal partners in designing healthcare activities that affect quality of care and experience



An Overview: Co-Design



Carman KL, Dardess P, Maurer M, et al. Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies. *Health Affairs*. 2013;32(2):223-231.



Action Team Accomplishments Since October Sharing Best Practices

December 2019

Launch the NQP Action Team to Co-Design Patient-**Centered Health Systems**

January 2020

Prioritizing co-design in a healthcare organization

February 2020

Incorporating equity and diversity to ensure successful co-design

March 2020

Identifying barriers and solutions to advance patient-centered codesign



Brief

July 2020

June 2020

Measuring co-design initiatives

May 2020

Building education and training into co-design

April 2020

Advancing co-design with limited resources



NQP Action Team to Co-Design Patient-Centered Health Systems **Issue Brief**

NATIONAL QUALITY PARTNERS" **ISSUE BRIEF**



NQP Action Team to Co-Design Patient-Centered **Health Systems**

Patients, families, and caregivers are often missing from key conversations and decisions around healthcare delivery, quality, and safety initiatives. While many healthcare organizations have emphasized improving patient, family, and caregiver involvement and engagement in direct care experiences, involving these critical stakeholders as partners in health system co-design remains an ongoing effort.

Patient-centered co-design-defined as the act of collaborating with patients, families, and caregivers as equal partners in designing healthcare activities that affect quality of care and experience-is an opportunity to expand our view of what aspects of care matter most to patients. By engaging a diverse cross-section of the people who utilize healthcare in the co-design of the system itself, leaders and stakeholders can continuously improve patient experience, staff engagement, and the quality, safety, equity and value of care.23

Engaging patients, families, and caregivers as partners in both direct care experiences and health system improvement efforts is imperative to achieving patientcentered healthcare. Patients, families, and caregivers have critical information and lived experience to share, and they offer a valuable and essential perspective that illuminates the needs of the diverse patient populations served by the organization. Building patient, family, and caregiver engagement into a health system's practices and policies can help improve patient outcomes and patient experience while reducing unnecessary use of medical services.⁴ Over the past decade, the increased focus on patient centeredness has led to increased development and use of patient-driven experience measures for quality improvement, accreditation, certification, payment, public-reporting, research, and recognition within health systems.⁵ Standardized surveys can be a starting point, but fall short of the purposeful collaboration that defines co-design. Surveys provide initial insight into untapped perspectives, but for a culture of co-design to emerge, it is essential to complement data collection with structured methods to actively engage patients, families, and caregivers in designing rovements. Organizations can build partnerships in

co-design and quality improvement by incorporating a variety of these methods, such as inviting patients, family members, and caregivers to sit on safety committees and task forces, educating consumers and staff on design thinking, and reserving voting seats on governance boards for people who utilize the health system. A variety of methods can also be used to seek feedback from patients, families, and caregivers, such as creating patient and family advisory councils, holding focus groups, and actively engaging patients through social media.

Despite the evidence that co-design leads to improved quality and safety,⁶ healthcare organizations still face numerous challenges that make it difficult to create a true culture of co-design. Buy-in, leadership involvement, and support from all healthcare stakeholders are critical to cultivating and supporting purposeful partnerships with patients, families, and caregivers, and are essential drivers of high quality, high value patient-centered care.

To amplify the need to share best practices and recommendations to improve the engagement, safety, and health outcomes of patients, the National Quality Forum (NQF) convened the National Quality Partners"* (NQP) Action Team to Co-Design Patient-Centered Health Systems in December 2019. The NQP Action Team brought together 29 of NQF's member organizations that represent multistakeholder groups including patient and caregiver partners, health systems, guality improvement organizations, professional societies, payers, research organizations, and federal agencies. The NQP Action Team is committed to identifying and sharing actionable strategies and practices that organizations can use to create and advance a culture that embraces co-design in quality and safety initiatives.

JULY 2020

port the development of patient-centered design in health systems, the NQP Action Team ends that healthcare organizations, community holders, and patients, families, and caregivers t partner together to:

th System

PRIORITIZE AND INVEST IN CO-DESIGN Make an organizational commitment to prioritize the insights and expertise of patients, families, and aregivers and their role as equal partners in designing safety, quality, and care initiatives

Embed co-design into the goals, vision, mission, values, policies, and procedures of the organization Dedicate adequate funds within the organization's oudget for co-design initiatives Identify innovative ways to partner with other organizations and funders to financially support

-design initiatives when resources are limited EDUCATE AND EXPAND AWARENESS TO

FOSTER SUCCESSFUL AND SUSTAINABLE CO-DESIGN INITIATIVES

involve all levels of health system staff-including executives, direct care providers, and indirect care providers—in co-design initiatives that demonstrate value and promote the impact of patient partners Ensure patients, families, and caregivers participate in -designing educational and experiential initiatives Support patients, families, and caregivers in developing storytelling skills, and empower them to share their stories openly in ways that connect to the riorities of the organization Encourage the sharing of co-design experiences with organizational leadership and staff to increase comfort engaging patients, families, and caregivers and

reate lasting cultural change Include other healthcare stakeholders, such as payers, as valuable partners in understanding how patients navigate the complex healthcare system and identifying opportunities for co-design

RECRUIT AND INCLUDE DIVERSE REPRESENTATIVE PATIENT VOICES Strive for co-design teams with diverse participation

representative of the population the organization serves, recognizing that one patient does not equal all **JULY 2020**

asure return-on-investment of co-design initiatives y analyzing patient, family, and caregiver experience, st avoidance, and outcome measures associated ith processes and settings that utilize co-design eate and participate in collaboratives to share ata on the impact of co-design initiatives across anizations

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ng meaningful and inclusive partnerships with its, families, and caregivers is paramount to the ss of quality, safety, research, and care initiatives t-centered co-design to improve quality of oes not exist without this active partnership. systems must prioritize and invest in co-design te and expand awareness to foster successful and nable initiatives, recruit and include diverse and entative patient voices, and measure and share pact of co-design on quality and safety. Health s can create new opportunities to partner with nts, families, and caregivers by engaging a diverse section of the communities they serve in initiatives ed on quality and safety. Health systems that it to co-design will improve both organizational Ith and the future of healthcare

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tal for Special Surgery Nursing Alliance for Quality Care Mary Jean Schumann OCHIN, Inc nna Templeto n Bullock Planetree International Project Patient Care & Co. Inc Virginia Mason Medical Center Coalition for Hospice tive Care Vizient, Inc. al Patient Advocate WellCare Health Plans, Inc. Kirch east-Caribbean AIDS ation and Training Cente

ins towards the NGP work on patient-centered sus, General Sponsor

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Key Challenges

Co-Designing Patient-Centered Health Systems

The NQP Action Team identified priority challenges for stakeholders to address:

- Misaligned organizational culture and commitment, and limited buy-in and support from key stakeholders
- Competing priorities and inadequate resource allocation
- Reluctance and uncertainty about how to effectively engage patients, families, and caregivers in new ways
- Inadequate communication and outreach among diverse populations and representative patients
- Insufficient organizational educational plans, including not co-designing the education initiatives themselves
- Difficulty of demonstrating impact



Issue Brief Recommendations

To support the development of patient-centered co-design in health systems, the NQP Action Team recommends that healthcare organizations, community stakeholders, and patients, families, and caregivers must partner together to:

Prioritize and invest in co-design

Educate and expand awareness to foster successful and sustainable codesign initiatives

Recruit and include diverse, representative patient voices

Measure and share organizational impacts of co-design



NQP Action Team Panel Discussion Action Team Panel



Sara Guastello Vice President of Knowledge Management, Planetree International



Laurie Meyers Head of CMG Patient Engagement, Genentech Inc.



Amy Nguyen Howell Chief Medical Officer, America's Physician Groups



Eli Quisenberry

Administrative Director, Virginia Mason Production System, Virginia Mason Medical Center



Co-Moderated by Libby Hoy

Founder/CEO, Patient & Family Centered Care Partners, Inc, NQP Action Team Co-Chair



Co-Moderated by Mike Woodruff

Senior Medical Director, Office of Patient Experience, Intermountain Healthcare, NQP Action Team Co-Chair



NQP Action Team Panel Discussion Audience Q&A

Sara Guastello



Vice President of Knowledge Management, Planetree International



Laurie Meyers Head of CMG Patient Engagement, Genentech Inc.



Amy Nguyen Howell Chief Medical Officer, America's Physician Groups



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Co-Moderated by Mike Woodruff

Senior Medical Director, Office of Patient Experience, Intermountain Healthcare, NQP Action Team Co-Chair

Please add your questions for the Panel to the chat box

Next Steps



NQP Action Team to Co-Design Patient-Centered Health Systems Issue Brief is Available Now!

 Download and share the NQP Action Team to Co-Design Patient-Centered Health Systems Issue Brief on the <u>NQF Website</u>.

NATIONAL QUALITY PARTNERS [™] ISSUE BRIEF	Qualityforum.org
NQP Action Team to Co-Design Patient-Centered Health Systems	
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