Lessons from an Empowered Patient and Her Caregiver

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Speaker Introduction

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Conflict of Interest

Kristina Sheridan, MS
Has no real or apparent conflicts of interest to report

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Learning Objectives

• Describe patient-facing tools and strategies that support bi-directional communication between patients, providers and other healthcare professionals and discuss how these strategies result in improved health outcomes

• Demonstrate tools and best practices for enabling patient self-management outside the clinical setting and discuss how to integrate the patient-generated data from these tools into the clinical setting

• Show how real world experiences in engaging patients and their caregivers with their health and healthcare activities improve outcomes

• Demonstrate application of IT best practices and methodologies to enable patients to optimize their daily activities
Satisfaction: Patient engagement improves communication between patients and providers

Treatment/Clinical: Empowering patients to gather symptom data between appointments and clearly communicate the information to their care team supports clinical decision-making and treatment evaluation

Electronic Data: Increased availability of patient-generated data increases data sharing and reporting

Patient Engagement: Longitudinal patient-generated health data supports analysis, improves patient engagement and increases patient self-awareness

Savings: Increased patient engagement has been demonstrated to reduce costs
The Beginning

First 3 years...30 Providers, 15 diagnoses, 5 hospitalizations
Soccer to Wheelchair

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High Pain Levels
Communicating with Doctors
Communicating Socially
Emergency Shoes
Self-Management
“People are experts in everyday living. Physicians are experts in clinical care. Technologies bring them together.”

– Patricia Brennan, RN, PhD, FAAN, FACMI
Almost \( \frac{1}{3} \) people in the US manage at least one chronic condition\(^1\)

More than \( \frac{3}{4} \) of US healthcare dollars are spent on their behalf

Benefits of Patient Engagement


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Cultural Shift

Current

Clinical Experts and
Clinical & Passive
Patient-Generated
Health Data

Future

Engaged Patient
Expert and Active
Patient-Generated
Health Data

Patient-Provider
Partnership
Why is it so hard?

- Engaged
- Pro-Active
- Shared Decision-Makers
- Partners
- Empowered

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Patient Workflow

Track – Manage - Share

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Track – Symptom Picker

Which symptoms should we track?

Psychiatric
- Anxiety without clear explanation
- Sadness lasting for days or weeks
- Hearing voices
- Thoughts of hurting yourself
- Thoughts of hurting others
- Fear of people, places or things
- Mood swings
- Irritability
- Uncontrolled restlessness
Track – Medication Reminders

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Manage: Home Page

Patient Toolkit

January 2015

02/25/15

10:15 AM take Midodrine

12:00 PM take Midodrine

5:00 PM Prepare for Dr For

7:00 PM Take Megan to bas...

To Do:
- Call Mom
- Pick up bread

How are you feeling today?

- Awful
- Poor
- Okay
- Good
- Great

Patient Tools

- Track Symptoms
- Take Medication
- My Info

View All

Life Notes

Recent Journal Notes

Wednesday, Jan 28, 2015 at 12:01 AM

What a great day! Sun is shining and I feel great!

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Are they developing a new comorbid condition?

These symptoms are getting worse.

How did they respond to that new medication?

My mood is a lot better lately.

How did they respond to that new medication?

These symptoms are getting worse.

Are they developing a new comorbid condition?

My mood is a lot better lately.
Share: Dashboard View

Patient Toolkit

View and Edit Data

Last 7 days

Average Symptom Severity: 5.15

Average Symptom Values
- Shortness of breath 8.20
- Fatigue 8.00
- Sore throat 6.29
- Blurry vision 5.83
- Constipation 5.00
- Fainting spells 4.82
- Headache 4.40
- Cough 4.20
- Diarrhea 4.00

View Symptom Data

Last 7 days

Average Medication Compliance: 70%

Medication Compliances
- Procardia 17%
- Vasotec 67%
- Avandia 63%
- Glucotrol 92%

View Med Compliance Data

Last 7 days

Average Feeling: Poor

Feeling Breakdown
- x 0
- x 1
- x 1
- x 5
- x 1

View Feeling Data

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Infrastructure Considerations

Data Standards
- Encrypted Database
- Secure Login
- Device agnostic capabilities

Systematized Nomenclature of Medicine-Clinical Terms (SNOMED-CT)
- Procedures
- Symptoms
- Patient/Family History
- Allergies
- Problems

RxNorm
Medications

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Evidence from Providers

2 SURVEYS DISTRIBUTED
- SurveyMonkey

40 PHYSICIANS (RESPONSES)
- 14 GENERALISTS
- 26 SPECIALISTS

27 PHYSICIAN ASSISTANTS (RESPONSES)
- 24 GENERALISTS
- 3 SPECIALISTS

Source: MITRE Corporation/Heinz College Carnegie Mellon University Fall 2014 Capstone Project
Evidence from Patients

- Remote collection of Patient Reported Outcomes: Reliable and Feasible
- Improved understanding of disease
- Potential to improve patient-centered care and communication between patient and provider
- Tailored content and other innovations needed to combat declining adherence
• **MACRA** introduced several reforms that will have a positive impact on patient engagement

• **MIPS** is an opportunity for providers to improve the quality of care they provide by engaging patients through the use of Patient Generated Health Data in the clinical setting

• Key tenet behind **Alternative Payment Models** is patient engagement
In Summary: Current State
In Summary: Future State

- Psychiatrist
- GP
- Patient
- Caregiver
- NP
- PT
**Satisfaction:** Patient engagement improves communication between patients and providers

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Questions

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