

Patients and Families as Leaders: Transforming Patient Engagement in Oregon



Information for a Healthy Oregon

Health Plan Assessment Survey

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers. It is founded on the understanding that the family plays a vital role in ensuring the health and well-being of patients of all ages. In patient- and family-centered care, patients and families define their “family” and determine how they will participate in care and decision-making.

The four principles of patient- and family-centered care are:

Dignity and Respect. Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into care planning and decision-making.

Information Sharing. Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

Participation. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration. Patients, families, and providers collaborate in policy and program development, implementation, and assessment; in health care facility design; and in professional education, as well as in the delivery of care.

We are asking that you complete the following survey. The information from this survey will be used to assist health plans in advancing the practice of patient- and family-centered care.

Thank you for your interest in transforming health care through member/patient involvement in decision-making and health care leadership. Your participation in this survey already reflects your understanding of the importance of patient and family engagement in all aspects of healthcare delivery.

Directions: Please answer all 20 questions below. The Oregon Health Care Quality Corporation will provide technical assistance to organizations who wish to actively engage patients/members as leaders. Thank you in advance for your thoughtful responses.

Health Plan Leadership

For question #1 Please select a response for each statement

1. Our health plan's vision, mission, definition of quality, and philosophy of care statements:

Reflect the principles of patient- and family-centered care

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

Promote partnerships among members, their families, and health care leadership

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

Provide a clear definition of how members and their families will experience care

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

Provide additional comments below:

2. Does your health plan provide support and financial incentives for practices to include member and family advisors in practice redesign, quality improvement, patient safety, and in the development of information and education resources?

- Yes
- No
- Don't know

Provide additional comments below:

Patients and Families As Leaders: Transforming Patient and Family
Engagement In Oregon
Health Plan Assessment

3. Does your health plan provide rewards and recognition for practices that partner with patients and families in practice redesign, quality improvement, and patient safety? (For example, Dana-Farber Cancer Institute in Boston, MA received a Health Care Excellence Award from a large health insurance company in Massachusetts for their innovation in patient- and family-centered care and their partnerships with patients and families.)

- Yes
- No
- Don't know

Members and Families as Advisors

4. Does your health plan have a member and family advisory council?

- Yes
- No, but we have plans to do so
- No
- Don't know

5. Our health plan has member and family advisors serving on committees or work groups involved with:
(Check all that apply)

- Member information and education
- Linguistic/health literacy issues
- Cultural competency
- Member services (e.g., case management)
- Coverage issues
- Quality improvement
- Patient safety
- Use of information technology
- Other: Please explain

Standards of Practice

For question #6 - Please select a response for each statement

6. Health Plans may develop Pay for Performance, medical homes or accountable care organizations that create incentives for engagement of patients and families in health care decision-making. The health plan encourages development of standards of practice that specify behaviors that encourage physicians and staff to:

a.) View patients and families as essential members of the health care team and as allies for patient health, safety, and well-being.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

Patients and Families As Leaders: Transforming Patient and Family
Engagement In Oregon
Health Plan Assessment

- Not Sure

b.) Ask patients to define their family/community caregivers and specify how they will be involved in care and decision-making.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

c.) Encourage and support patients and their families to participate in care planning and decision-making.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

d.) Respect and incorporate patients' and families' cultural and spiritual beliefs and practices into care planning and decision-making.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

e.) Encourage and support patients and their families to set goals and create action plans for self-management of chronic conditions

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

f.) Provide care coordination within the practice or clinic, between health care settings and with sub-specialists, and with other support services.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Sure

Patients and Families As Leaders: Transforming Patient and Family
Engagement In Oregon
Health Plan Assessment

7. Does your health plan remove barriers, encourage or support with financial incentives for individual practices to implement innovative care delivery models (e.g. group visits, peer coaches, team-based care, and peer-led education and support)?

- Yes
- No
- Don't know

8. Does your health plan systematically remove barriers, encourage, or support via reimbursement strategies for all practices to implement innovative care delivery models (e.g. group visits, peer coaches, team-based care, and peer-led education and support)?

- Yes
- No

Provide additional comments below:

Information and Education

9. Does your health plan provide support and incentives for practice sites to: (Check all that apply)

- Offer information and education in primary languages and at appropriate literacy levels for patients and families served by the practice.
- Provide evidence-based shared decision making resources and programs to patients and families.
- Offer a way to collect and organize personal health information (e.g., patient portals to the electronic medical record, electronic personal health records).
- Involve patients and families in the development of information and educational materials.
- Involve patients and families in teaching or facilitating information and educational programs and group activities for patients and families.
- Other: Please specify

10. Does your health plan sponsor and provide access to useful resources and programs for members and families (e.g. Kate Lorig's Chronic Disease Self Management Program, known as Living Well in Oregon) on topics such as (Check all that apply)

- Strategies to be actively engaged in care and decision-making
- Health promotion and disease prevention
- How to navigate the care system
- Self-management of chronic conditions
- Developing skills to serve as an advisor in health care
- Other: Please explain

Provide additional comments below:

Measurement and Incentives for Patient and Family Engagement

11. Does your health plan provide incentives to members who achieve positive health improvement through healthy behavior change?

Patients and Families As Leaders: Transforming Patient and Family
Engagement In Oregon
Health Plan Assessment

- Yes
- No
- Don't know

Provide additional comments below:

12. Does your health plan provide support for the development of practice site dashboards that measure the following? (Check all that apply)

- Patient and family perceptions of the experience of care (e.g. NRC Picker Patient Experience of Care Surveys, Press-Ganey, CAHPS, etc)
- Health care utilization (e.g., visits to emergency departments, readmissions)
- Patient safety and quality (e.g., medication reconciliation, preventative screening tests and immunizations)
- Other: Please specify

13. Does your health plan provide incentives to practices that track and improve the following patient/family perceptions of care: (Check all that apply)

- Meaningful involvement in decisions about their care
- Involvement of family members in the patient's care as desired by patient
- Useful and easily understood information about their health conditions
- Information and support provided is useful to the patient and family in managing their health and/or chronic condition
- Respectful communication and care practices that value patient culture and beliefs
- Other: Please specify

14. Does your health plan conduct quality improvement, and ongoing monitoring to enhance the implementation and effectiveness of patient- and family-centered innovations? (e.g., a health plan in California conducted an 18-month study on patient-centered case management)?

- Yes
- No
- Don't know

Interest in Being Selected to Receive Technical Assistance to Advance Patient- and Family-Centered Care

15. We welcome any additional comments. If you have a "best practice" for engaging patients and family members, please share it below.

16. Understanding where an organization is compared to national/state benchmarks in patient- and family-centered care can be a driver for change. Would you be interested in presenting information on your "best practice" in the area of patient- and family-centered care to others?

- Yes, I am interested in presenting our organization's "Best Practices"

Patients and Families As Leaders: Transforming Patient and Family
Engagement In Oregon
Health Plan Assessment

- No, I am not interested in presenting
- Maybe, but I need more information

17. This initiative will be selecting a few organizations to achieve transformational patient- and family-centered aims over the next two years. Please let us know if your organization has an interest in this opportunity.

- Yes, our organization would like to apply for ongoing technical assistance/consultation
- No, I am not interested in receiving ongoing technical assistance
- Maybe, but I need more information

18. Name

19. Organization

20. Email address