

Consumer Engagement Task Force: Potential Performance Measures

Draft: 8/18/15

Goals and Objectives	Possible Measure(s)	Notes
<p>I. <i>Establish a consumer-centered health care delivery system with an ongoing role for consumers to participate in the design and implementation of policies and procedures at all levels.</i></p>	<p>HSCRC convening of patient advisory committee</p>	<p>Suggestion to use Health Benefit Exchange language for a Standing Advisory Committee: “CREATE A STANDING ADVISORY COMMITTEE THAT: (I) CONSISTS OF MEMBERS WHO, TO THE EXTENT PRACTICABLE: 1. REFLECT THE GENDER, RACIAL, ETHNIC, AND GEOGRAPHIC DIVERSITY OF THE STATE; 2. CONSTITUTE A DIVERSE CROSS-SECTION OF STAKEHOLDERS BROADLY REPRESENTATIVE OF THE INDIVIDUALS AND ENTITIES DESCRIBED IN PARAGRAPH (1)(II) OF THIS SUBSECTION; AND 3. ARE APPOINTED BY THE BOARD FOR A TERM OF NO MORE THAN 3 YEARS IN A MANNER THAT PROVIDES CONTINUITY AND ROTATION; (II) HAS A LIAISON TO THE BOARD WHO IS A MEMBER OF THE BOARD AND IS APPOINTED BY THE CHAIR OF THE BOARD; AND (III) IS CHARGED WITH THE RESPONSIBILITY OF ADDRESSING THE BROAD RANGE OF POLICY ISSUES: 1. ON WHICH THE BOARD MAY SEEK ITS INPUT AND ADVICE; AND 2. THAT MAY BE PROPOSED BY THE LIAISON TO THE BOARD, IN CONSULTATION WITH THE STANDING ADVISORY COMMITTEE CHAIR AND MEMBERS.”</p>

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<p>Objective 1. Create connections among government, hospitals, health care providers, community-based organizations, and individuals in the development of policies, procedures, and programs that will improve health outcomes, and patient satisfaction while lowering system costs.</p>	<p>Hospital meaningful use of Patient Family Advisory Committees</p>	<p>New measure to be developed Need to define “meaningful”</p>
<p>Objective 2. Engage, educate, and activate people who use hospital services in health policy, planning, service delivery and evaluation at service and agency levels to ensure ongoing consumer support of and participation in Health System decisions.</p>	<p>HCAHPS question on consumer overall rating of hospitals</p>	<p>HCAHPS in use since 2012</p>
<p>II. Engage, educate, and activate people who use or are potential users of hospital services in their own health care in order to promote efficient and effective use of the health care system.</p>	<p>HCAHPS CTM-3 Questions</p> <ol style="list-style-type: none"> 1. The hospital staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left the hospital. <p>The next statement is about when you were preparing to leave the hospital . .</p> <ol style="list-style-type: none"> 2. When I left the hospital, I had a good understanding of the things I was responsible for in managing my <p>The next statement is about your medications...</p> <ol style="list-style-type: none"> 3. When I left the hospital, I clearly understood the purpose for taking each of my medications. 	<p>Currently in use since January 2014</p>

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<p>Objective 1. Provide people who use or are potential users of hospital services with the information and resources needed to become health care aware consumers who are actively engaged in their own health care.</p>	<p>For users of hospital services:</p> <ul style="list-style-type: none"> • # of individuals with personal health records • Volume of materials disseminated about options for engaging in care <p>For potential users of hospital services:</p> <ul style="list-style-type: none"> • Visits to NAPM websites and traffic to tools provided. • Number of subscribers to telehealth other resources. • Posts/comments on NAPM related articles. • Shares of NAPM news articles etc. 	<p>New measures need to be developed</p> <p>Electronic personal health records</p> <p>Toolkit materials?</p> <p>Need to determine universe of websites, and electronic resources we want to monitor.</p>
<p>Objective 2. Support consumers' decision-making by providing clear, culturally and linguistically appropriate, and actionable information and opportunities for effective interactions with health care professionals.</p>	<p>0-100 measure of health literacy related to patient-centered communication, derived from items on the staff and patient surveys of the Communication Climate Assessment Toolkit</p> <p>0-100 measure of language services related to patient-centered communication, derived from items on the staff and patient surveys of the Communication Climate Assessment Toolkit (C-CAT)</p> <p>0-100 measure of individual engagement related to patient-centered communication, derived from items on the staff and patient surveys of the Communication Climate Assessment Toolkit</p> <p>HCAHPS questions- Consumer ratings on communications with doctors and nurses, and responsiveness of hospital staff</p>	<p>CCAT would be a new survey to implement in the state</p> <ul style="list-style-type: none"> • HCAHPS in use since 2012 • Monitor for increase in percentages

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<p>Objective 3. Educate consumers about the most appropriate settings to receive care.</p>	<p>HCAHPS questions- Consumer rating of Discharge Information they received</p> <p>Prevention Quality Indicators- hospitalizations for ambulatory sensitive conditions</p> <p>Increase in use of “care homes” for identified high risk populations</p>	<ul style="list-style-type: none"> • HCAHPS in use since 2012 • Monitor for increase in percentage <p>Currently in use in Maryland</p> <p>New measure</p>
<p>Objective 4. Support consumers in the appropriate use of care planning and self-management tools.</p>	<p>Percentage of patients with chart documentation of preferences for life sustaining treatments.</p> <p>HCAHPS questions- Consumer rating of Communication About Medicines</p> <p>Care plan usage for identified high risk target populations</p>	<ul style="list-style-type: none"> • New measure to be implemented in the state. • Could build upon the current law that requires Medical Order for Life Sustaining Treatment (MOLST). • Derived from EHR • Monitor for increase in percentages by hospital over time <ul style="list-style-type: none"> • HCAHPS in use since 2012 • Monitor for increase in percentage • New measure to be developed and implemented • Monitor for increase in percentage