Goal-Oriented Chronic Care: Defining Concepts and Developing Tools

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Goal-oriented Care: Whose Goal is it Anyway?

Diabetes management vs. lifestyle change

Open heart surgery at 90
Patient Approaches to Measurement
Lots of Information: How Much is Patient Focused?

- Rating Systems
- PROs
- IMPACT Act
- CAHPS
- Consumer Websites

But gaps still remain
Meeting Patients Where *They* Are

Hello.
My name is

This is my Patient Passport.
People who care for my health please read.

This contains my health conditions and preferences.
This document is NOT INTENDED to replace or duplicate a medical record.

Triage / Hospital Staff Please Read

I have been diagnosed with the following condition(s):

*Page 3 contains contact info for my doctor(s)/health care team

My current medication list is inside this pocket.

Patient Passport for:

- Name
- Date of Birth
- Address
- Phone Number
- Preferred Language
- Medical/Health care needs (e.g., diabetes, heart disease)
- Spiritual Preferences
- Allergies
- Disability/Impairment/Challenges/Restrictions
- Emergency Contact Information
- Relationship
- Phone Number
- Referral Care Plans
- Other

Signed (and witnessed) Date
Measurement Challenges

- Diversity of patients and patient goals
- Advanced illness care
- Attribution—who to measure
- Getting to measures that matter
Quality Equations

Guardrails (Measurement + Reporting) + Improvement (Measurement + Action) + Incentives (Measurement + Payment) = Value (Reduced Waste + Improved Quality)