

2012 Military Health System CONFERENCE



Patient Confidence

A glimpse at the realization of the Triple Aim

The MHS: Healthcare to Health

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January 9th, 2012



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Introduction



- Research shows 46-63% of information given to patients is lost before they leave the facility & this costs the US health system over 73 billion dollars annually.¹
 - Hypothesis: Improved patient confidence will lead to improved experience, improved health outcomes & reduce cost (Triple Aim)
 - Goal: Improve patient survey scores from a baseline of 62% to surpass 68% by the end of Q4 2011.

¹Evelyn C. Kemp, Michael R. Floyd, Elizabeth McCord-Duncan, Forrest Lang. Patients Prefer the Method of “Tell Back-Collaborative Inquiry” to Assess Understanding of Medical Information.

JABFM January–February 2008 Vol. 21 No. 1

Methods



3 prong approach based on patient feedback:

1. Patient Education Campaign: *“Are you a confident patient?”*
2. Staff Training on how to build confidence & engage patients in confidence conversations.
3. Confidence Thermometer (“Confidometer”) assessment tool added to pre-visit form to engage the patient in self-reflection as well as starting the dialogue between clinician and patient around confidence.

Are You a **Confident** Patient?

When you're confident, you understand your health issues and know what you need to do to take care of yourself. Martin's Point Health Care wants to help all of our patients **be as confident as they can be.**



Confident Patients:

- Know how to follow the instructions for their treatment, the prescriptions they take, and how to take them
- Know why certain tests are ordered for them
- Know why they are being referred to a specialist
- Know who to call when they need advice

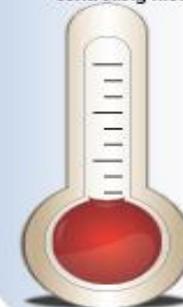


What Can You Do to Feel More Confident?

- **Prepare** questions before your appointment
- **Ask questions** and **take notes** when talking to your doctor or health care provider
- Don't leave without **knowing what you should do next**
- **Call us** if you have any questions when you get home



Using the thermometer below, please let us know how confident you feel in managing and controlling most of your health problems?



- Very Confident
- Confident
- Somewhat Confident
- Not Very Confident

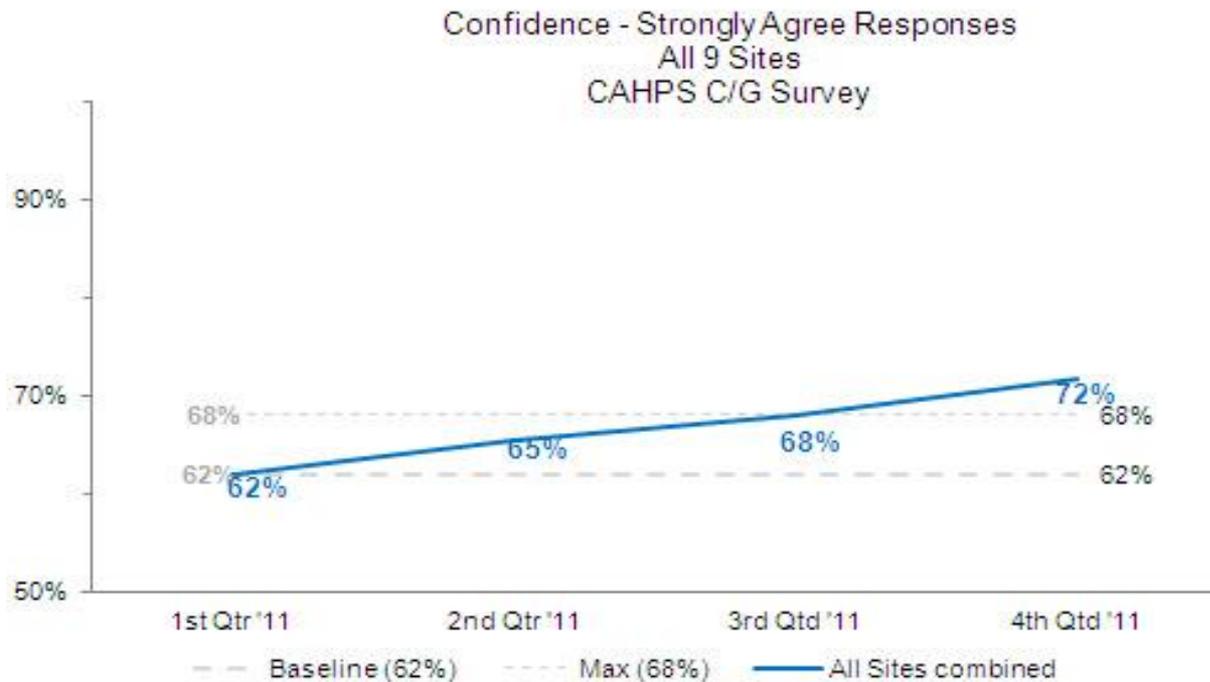
We want to help you build your confidence so we can better work together to maintain and improve your health.

Results



To date, patient survey results are exceeding goal.

- Survey Question: *“I am confident that I can manage and control most of my health problems.”*





Conclusions

- The holistic approach of patient education, team training and assessment tools proved an effective strategy for improving patient confidence.
- Improved confidence supports achievement consistent with the Triple Aim goals.
- Improving the level and quality of dialog with patients is transformative and moves us closer to true patient-centeredness.