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# **A High Performance Health System Must Be Patient-Centered**

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**December 4, 2006**

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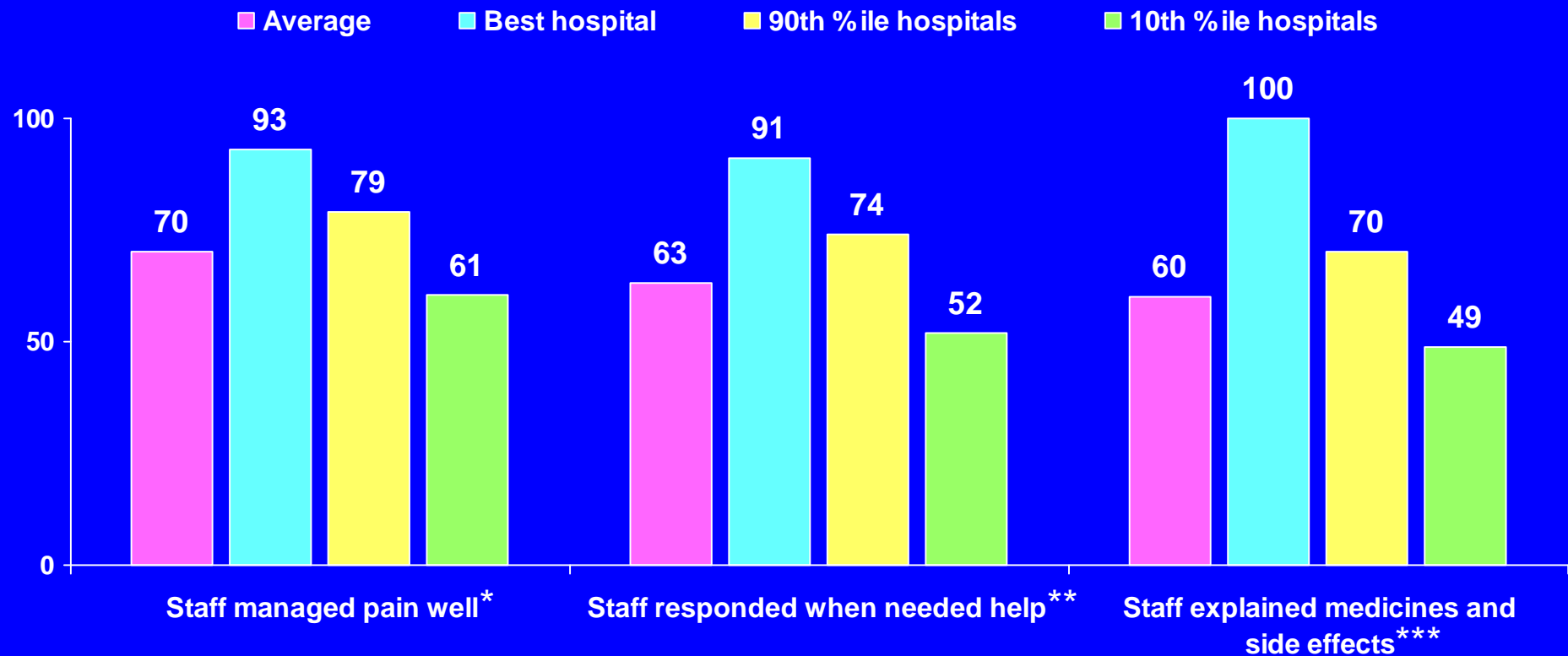
## **2020 Vision for a Patient- and Family-Centered Health System**

- **Superb access, quality, and safety for all**
- **Patient engagement in care**
- **Clinical information systems that support high-quality care, practice based learning, and quality improvement**
- **Care coordination**
- **Integrated and comprehensive team care**
- **Routine patient feedback to hospitals and physicians**
- **Publicly available information on patient-centered care, clinical quality, efficiency**



## Patient-Centered Hospital Care: Staff Managed Pain, Responded When Needed Help, and Explained Medicines, by Hospitals, 2005

Percent of patients reporting “always”



\* Patient’s pain was well controlled and hospital staff did everything to help with pain.

\*\* Patient got help as soon as wanted after patient pressed call button and in getting to the bathroom/using bedpan.

\*\*\* Hospital staff told patient what medicine was for and described possible side effects in a way that patient could understand.

Data: CAHPS Hospital Survey results for 254 hospitals submitting data in 2005. National CAHPS Benchmarking Database.

# Patient-Centered Hospitals Are Associated with Better Outcomes

PATIENT'S PERSPECTIVE

## Does Patient-Centered Care Pay Off?

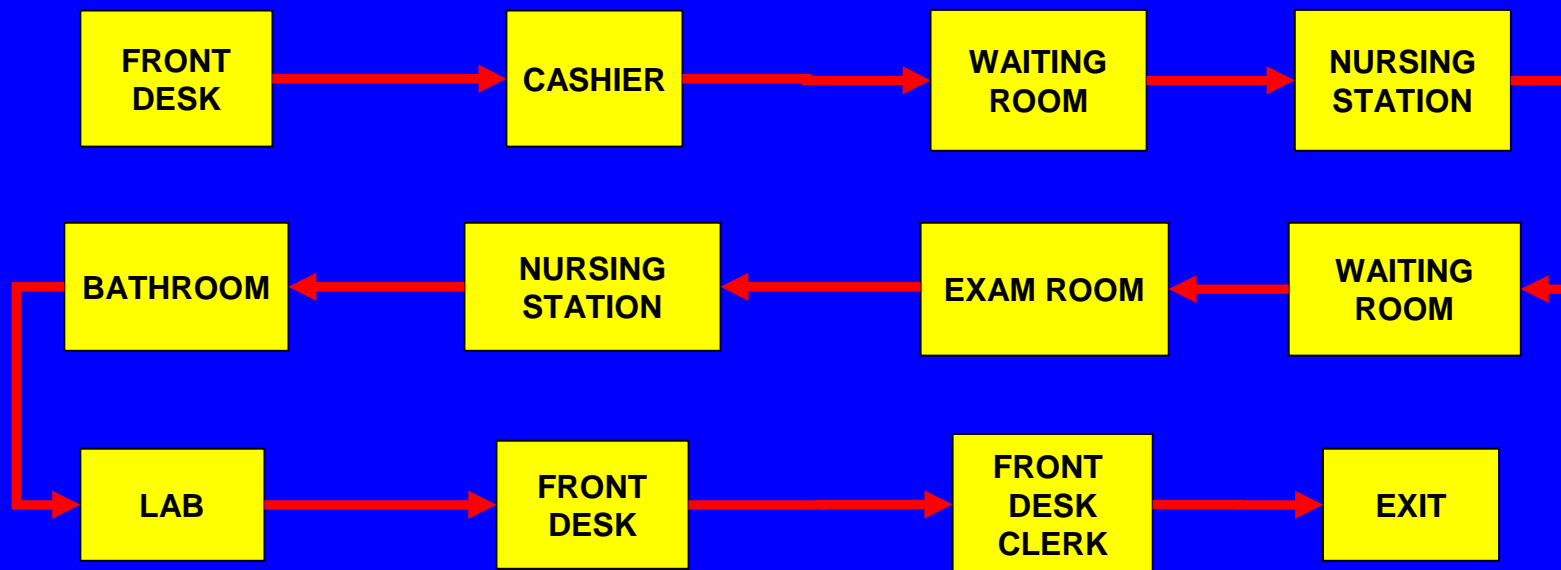
DIANE L. BECHEL, DRPH  
WOODROW A. MYERS, MD, MBA  
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- **Using the Picker Inpatient Survey, researchers found that patients were more likely to report lower mortality and fewer complications if they had received patient-centered care**

Source: D.L. Bechel, W.A. Myers, and D.G. Smith, "Does Patient-centered Care Pay Off?" *Joint Commission Journal on Quality Improvement* 26 (July 2000): 400-9.

# Primary Care Development Corporation Primary Care Clinic Redesign Collaborative

## Before Redesign 148 Minutes, 11 Steps



## After Redesign 50 Minutes, 4 Steps



# Missed Opportunities to Engage Patient in Care

**Base: Adults with chronic disease**

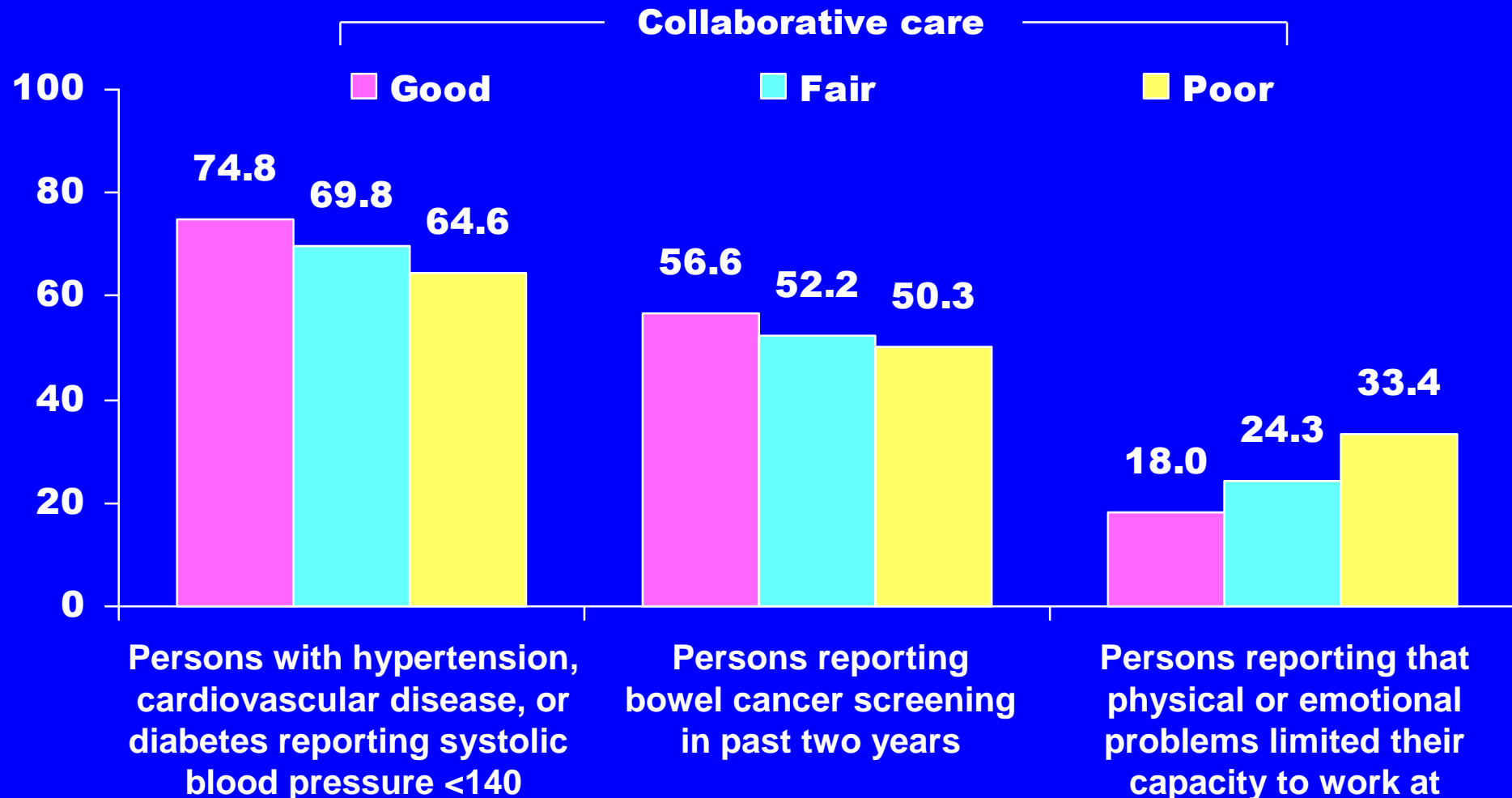
<b>Percent saying doctor:*</b>	<b>AUS</b>	<b>CAN</b>	<b>GER</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Does NOT give you clear instructions</b>	<b>19</b>	<b>24</b>	<b>18</b>	<b>15</b>	<b>27</b>	<b>27</b>
<b>Does NOT make goals and plans clear</b>	<b>19</b>	<b>19</b>	<b>21</b>	<b>16</b>	<b>27</b>	<b>25</b>
<b>Does NOT tell you about treatment choices or ask your opinions</b>	<b>45</b>	<b>38</b>	<b>39</b>	<b>38</b>	<b>51</b>	<b>49</b>

\* Doctor only sometimes, rarely, or never.



# Impact of Collaborative Care

Percent



Note: Respondents were considered to have "good" collaborative care if they received useful information about their condition from clinicians and if they reported being very confident about their ability to control and manage their condition. Patients who reported one of these criteria were described as having "fair" collaborative care, and those who reported neither as having "poor" care. Source: Adapted from J. H. Wasson et al., "Patients Report Positive Impacts of Collaborative Care," *Journal of Ambulatory Care Management*, July–Sept. 2006 29(3):199–206.

Persons reporting that physical or emotional problems limited their capacity to work at full capacity during the previous two weeks

## Strong Public Support for Well-Coordinated Care

<b>How important is it to you that: (percent)</b>	<b>Total</b>	<b>Very important</b>	<b>Somewhat important</b>
<b>You have one place/doctor responsible for primary care and coordinating care</b>	<b>92</b>	<b>75</b>	<b>17</b>
<b>You have easy access to medical records</b>	<b>94</b>	<b>79</b>	<b>15</b>
<b>All your doctors have easy access to your medical records</b>	<b>93</b>	<b>77</b>	<b>16</b>
<b>Care from different doctors is well coordinated</b>	<b>96</b>	<b>79</b>	<b>17</b>

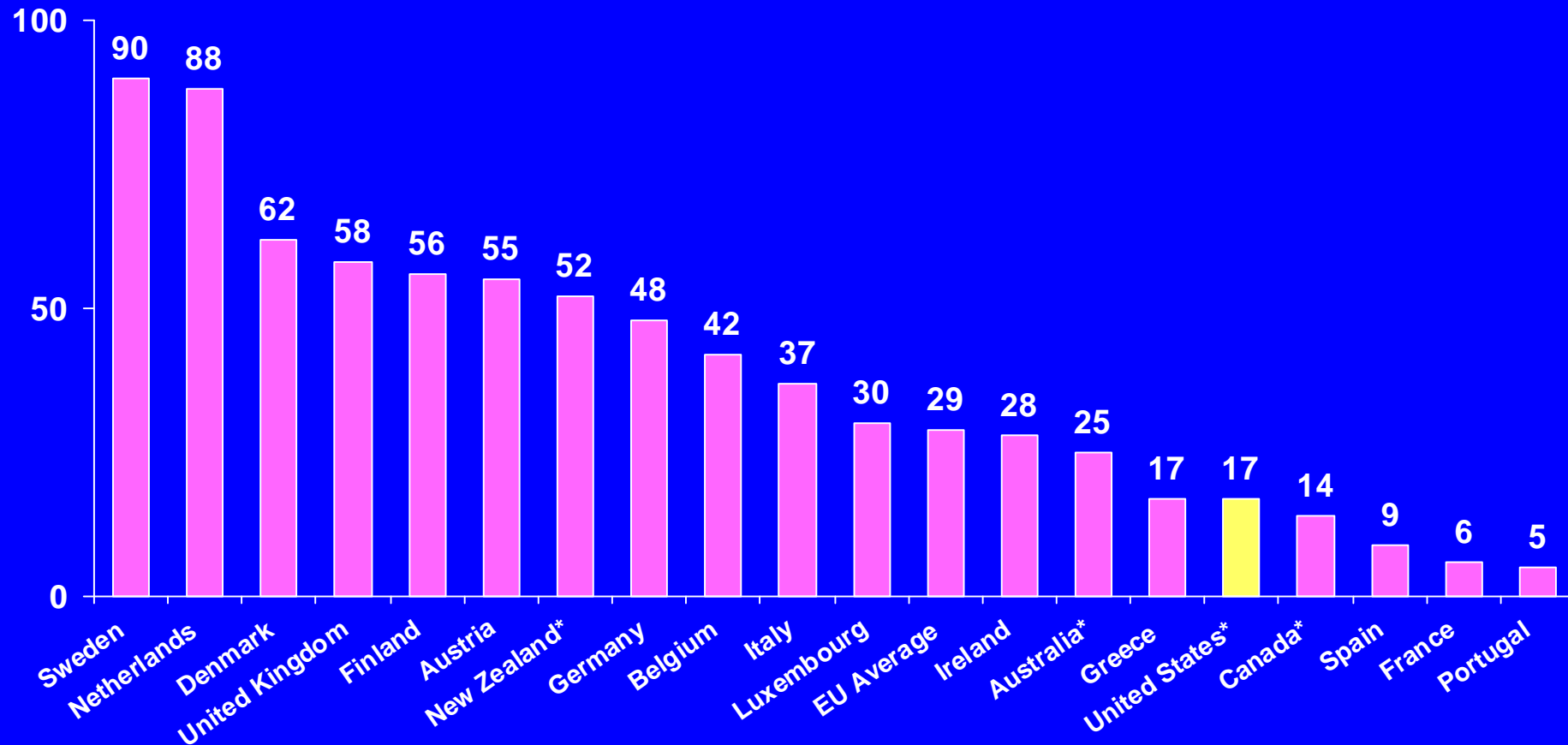
Source: C. Schoen, S. K. H. How, I. Weinbaum, J. E. Craig, Jr., and K. Davis, *Public Views on Shaping the Future of the U.S. Health Care System*, The Commonwealth Fund, August 2006





## Physicians' Use of Electronic Medical Records, U.S. Compared with Other Countries, 2000–2001

### Percent of physicians



\* 2000

Data: 2001 European Union EuroBarometer and 2000 Commonwealth Fund International Health Policy Survey of Physicians (Harris Interactive 2002).

# **Public Policies to Promote Patient-Centered Care**

- **Public reporting**
- **Pay for performance**
  - **Clinical quality**
  - **Patient-centered care**
  - **Efficiency**
- **Ideal design of care in community health centers**
- **Designation of patient-centered medical home meeting defined standards of care; payment reform to compensate practices serving as medical homes**
- **Information technology**

# Thank You!

-  **Melinda K. Abrams, Senior Program Officer,  
Commonwealth Fund, Patient-Centered  
Primary Care Initiative**
-  **Alyssa L. Holmgren, Research Associate,  
Commonwealth Fund**
-  **Katherine Shea, Program Associate,  
Commonwealth Fund**

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