Patient-Centered Outcomes Research and the Use of Decision Aids to Facilitate Shared Decision Making

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3:30 p.m. –5 p.m. ET

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Agency for Healthcare Research and Quality (AHRQ)

Presenters and Moderator Disclosures

The following presenters and moderator have no financial interest to disclose:

- Nilay Shah, Ph.D., M.S

Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Define patient-centered care and shared decision making, a current NCQA requirements for patient-centered medical homes (PCMH) and Accountable Care Organizations (ACOs
2. Describe the attributes/advantages of patient-centered outcomes research (PCOR) and decision aids in augmentin patient-centered care in the context of shared decision making.
3. Identify AHRQ as a key source of PCOR resources and sha decision-making materials.

Overview

Crossing the Quality Chasm called for

- "system that provides care that is respectful to individual patient preferences, needs, and values, and ensuring that patient values guide o] v] o] •] } v • _

Affordable Care Act

- Call for new Shared Decision-Making Resource Centers (Section 3506) to help integrate shared decision making into practice
- Section 3021 (Center for Medicare and Medicaid Innovation [CMMI]) to examine how support tools can be used to improve patients understanding of their treatment options
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Comparative Effectiveness Research

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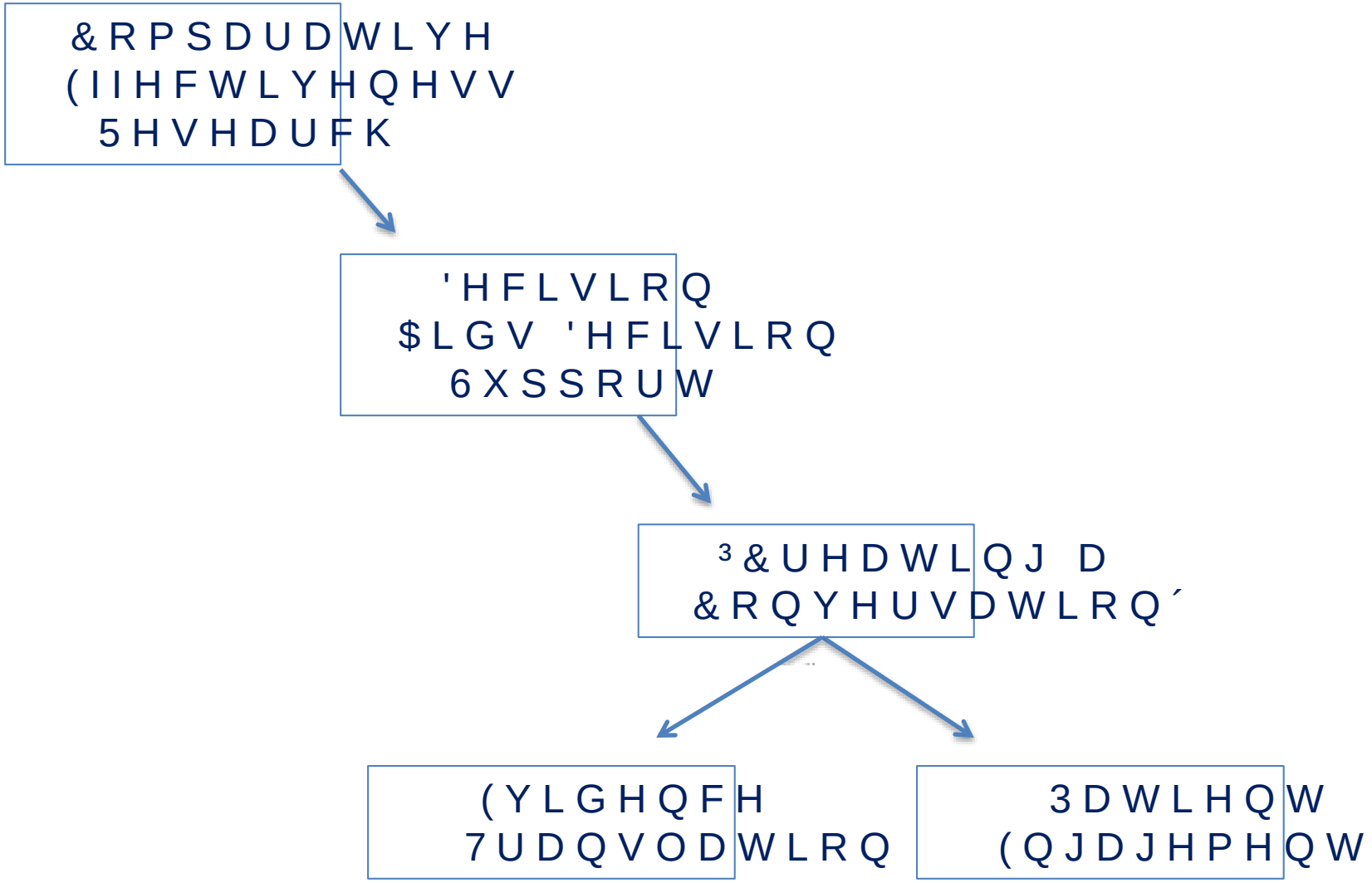
Why?

- Misalignment of financial incentives
- Complexity of research
- Biases in interpretation of results
- Applicability of the evidence
- Limited use of decision support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Enabling Patient Choice in the Patient-Centered Medical Home

Johann Chanin, RN, M.S.N.,
Patient-Centered Medical Home and Neighborhood

Agenda

- National Committee for Quality Assurance (NCQA)
- Definition of patient-centered care
- Definition of shared decision making
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Shared Decision Making (SDM)

Shared Decision Making (SDM)

- The purpose is to help patients make informed, value based decisions with their care team.
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- Decision process takes into account:
  - Evidence-based information about health care options
  - Benefits and harms of each option
  - Provider's knowledge and experience
  - Patient's values and preferences
- Not all decisions need to be shared (e.g., surgery for acute appendicitis, repairing compound fracture).

Patient-Centered Medical Home (PCMH): What is it?

What is a Patient-Centered Medical Home?

Patient-Centered Medical Home

^Whole-‰ Œ •ỏ)ordinated care to provide
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Summary: NCQA's Patient-Centered Medical Home 2014 Standards

1. Enhance Access/Continuity: Appointment access, 24/7 access to clinical advice, electronic access
2. Team Care: Continuity, culturally/linguistically appropriate, team care
3. Identify/Manage Patient Population: Use patient information, assessment, evidence-based guidelines to manage populations
4. Plan/Manage Care: Individual patient-care planning, medication management, self-care support with shared decision making
5. Track/Coordinate Care: Test/referral tracking and followup, coordinate care transitions
6. Performance Measurement/Quality Improvement: Measure clinical performance, resource use, patient experience; report performance and show continuous quality improvement

Shared Decision Making in Patient-Centered Medical Home Program

- Manage patient populations
  - Use evidence-based guidelines to manage populations
- Plan/manage individual patient care
  - Care planning, medication management, support self-care/shared decision making
- Measure patient experience
  - PCMH CAHPS includes shared decision making items

NCQA's Patient-Centered Specialty Practice (PCSP) Program

NCQA's Patient-Centered Specialty Practice (PCSP) Program: Key Aims

1. Patient access (timely appointments/advice)
2. Agreements with PCP to coordinate care
3. Timely information exchange with PCP, including referra summary to referring clinician
4. Care plan coordination with PCP
5. Communication with patient and PCP
6. Reduce hospitalizations/ED visits, duplication of tests
7. Measure performance
8. Align with Meaningful Use Requirements

Shared Decision Making in PCSP Program

NCQA's ACO Standards

ACO: Provider-based organization accountable for quali
and cost of care for defined population

1. Program Operations: Infrastructure/leadership, provider payments/contracting arrangements

Shared Decision Making in ACOs

- Adopt evidence-based guidelines and disseminate decision-support tools.
- Make decision-support aids available to ACO provide to promote patient engagement.
- Report patient experience.

Shared Decision Making is Vital…

- Enables patient-centered care
- Supports patient involvement in planning/managing care and self-care
- Enhances patient experience
- Supports containment of cost (hospitalizations, ED visits, duplication of services, improved coordination/ transitions of care)
- Improves quality of patient care

"Implementing shared decision making will help Œ P v] Ì š] } v • Y š }

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Patient-Centered Medical Home and Neighborhood

Making Better Decisions Together
Translating PCOR into PCare

Victor M. Montori, M.D., MSc

KER UNIT - Mayo Clinic

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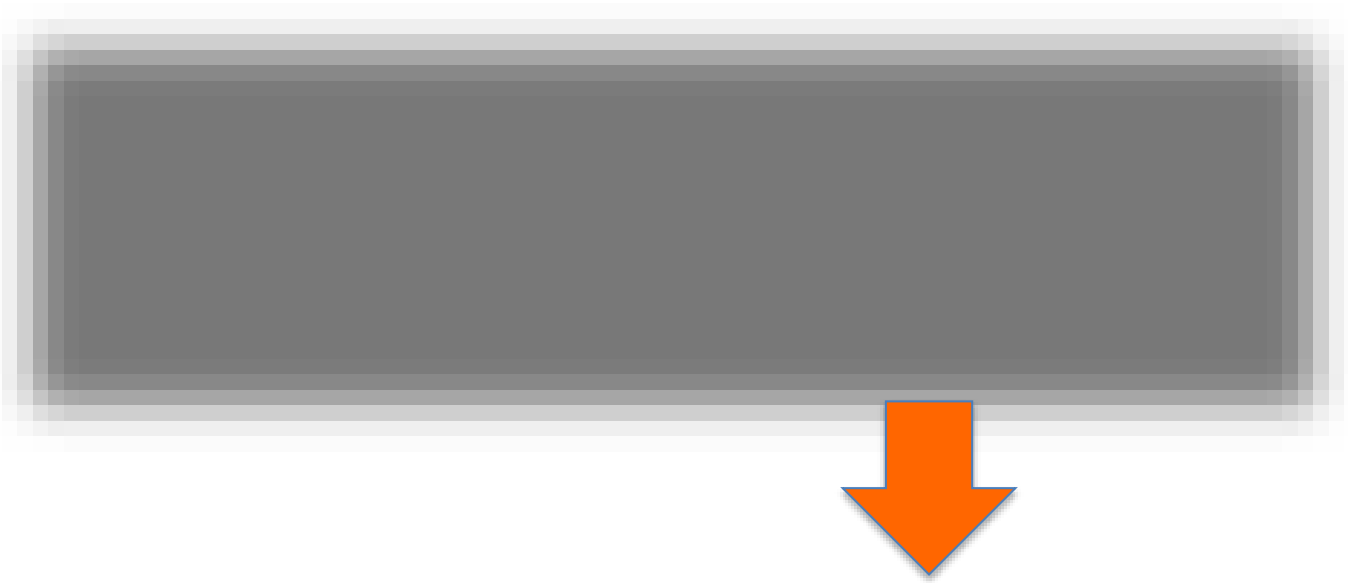
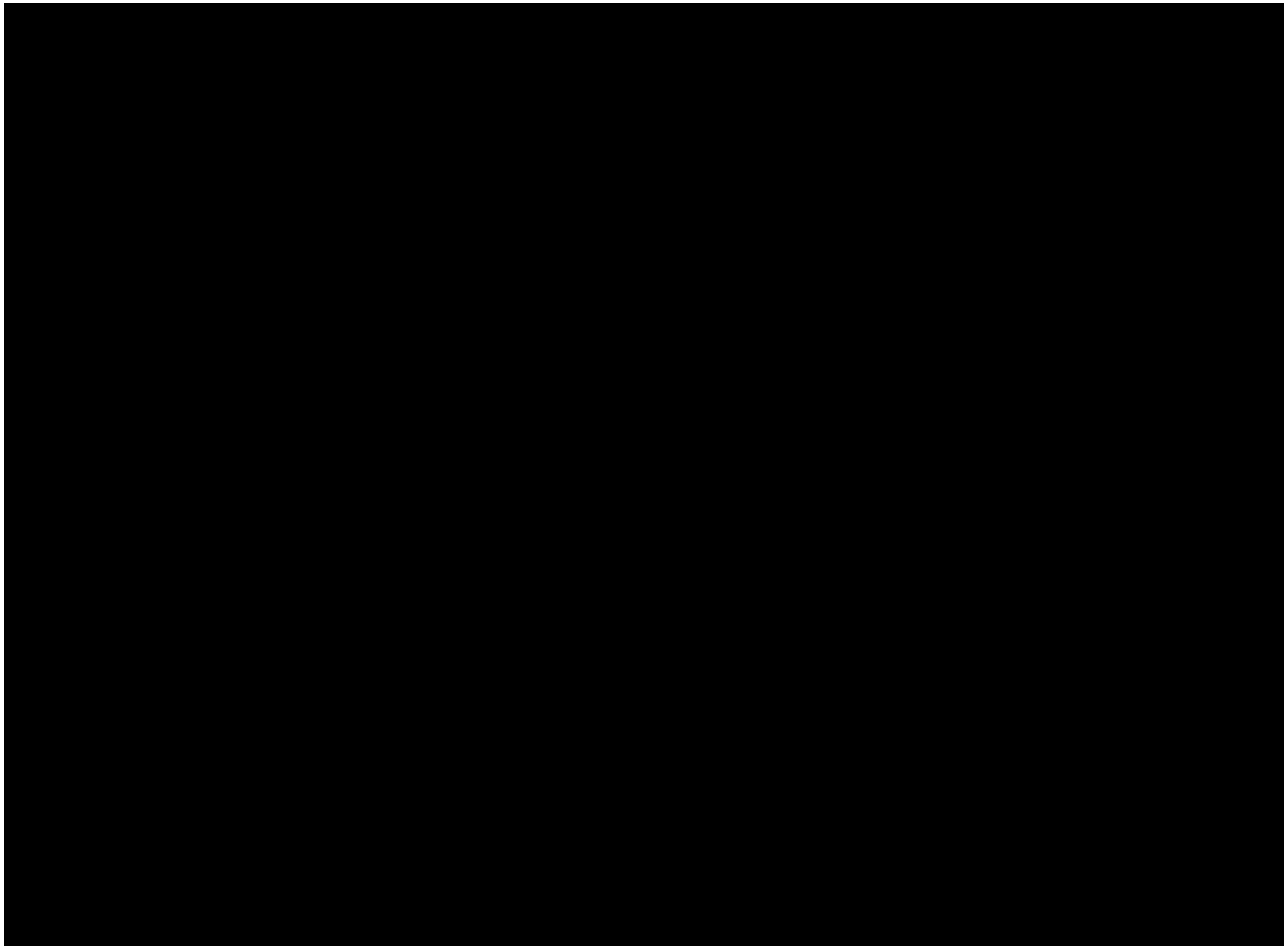
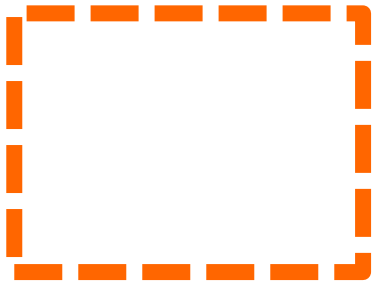


Shah ND et al N Engl J Med. 2010 363:2081-

Wrong treatment?

Wrong person
Wrong diagnosis
Wrong procedure
Wrong preferences





Shared Decision Making

Right thing to do.

Elwyn G, Tilburt J, Montori VM. Eur J Person-Center Healthcare 2013; 1: 1

Decision-Making Models

	Parental	Clinicianas-		

Empathic Decision Making

Partnership Dance

across models

support deliberation

The Body of Evidence

Systematic review of 115 RCTs

Compared to usual care, decision aids:

Increase patient involvement by 34% (+++-)

Increase patient knowledge of options by 13% (++++)

Increase consultation time by ~2.6 minutes

Reduce decisional conflict by ~7%

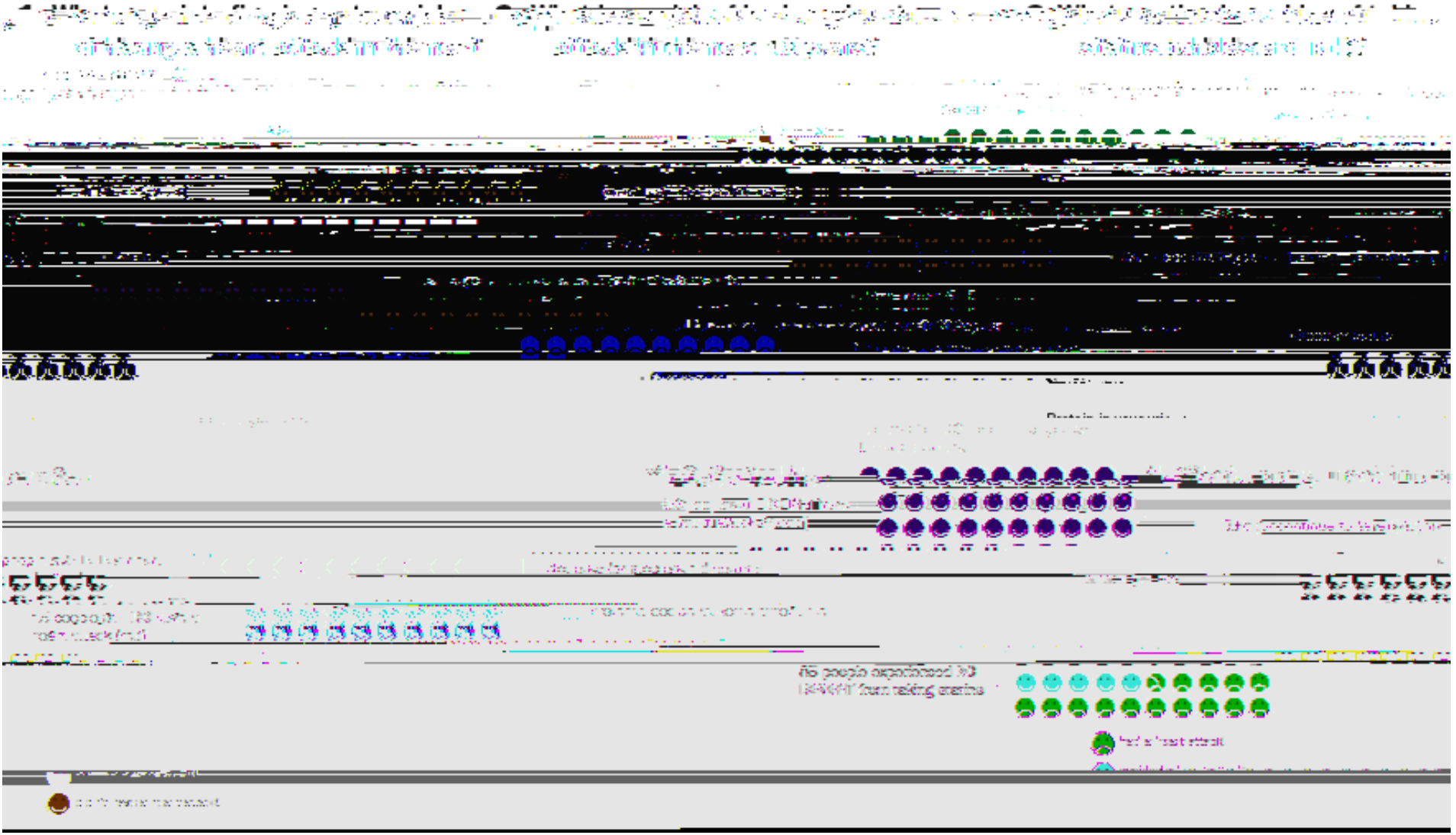
Reduce % undecided by 40%

No consistent effect on choice, adherence, health outcomes, or costs

Stacey D et al. Cochrane review 2014

Statin Choice

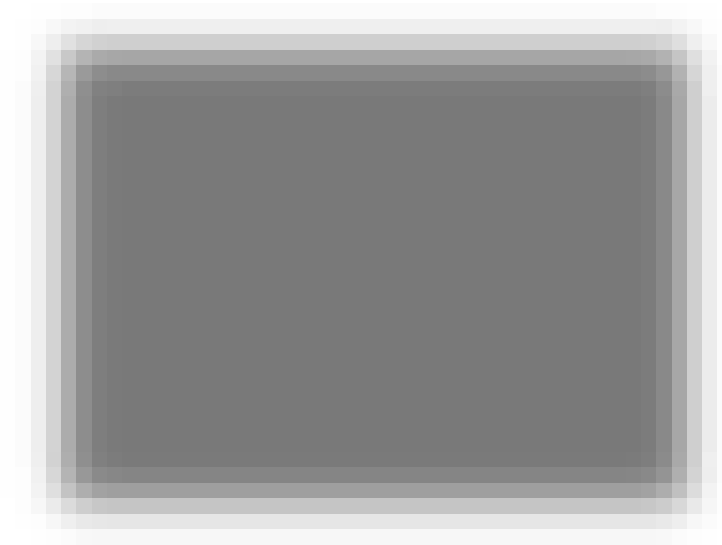
Prepared exclusively for _____

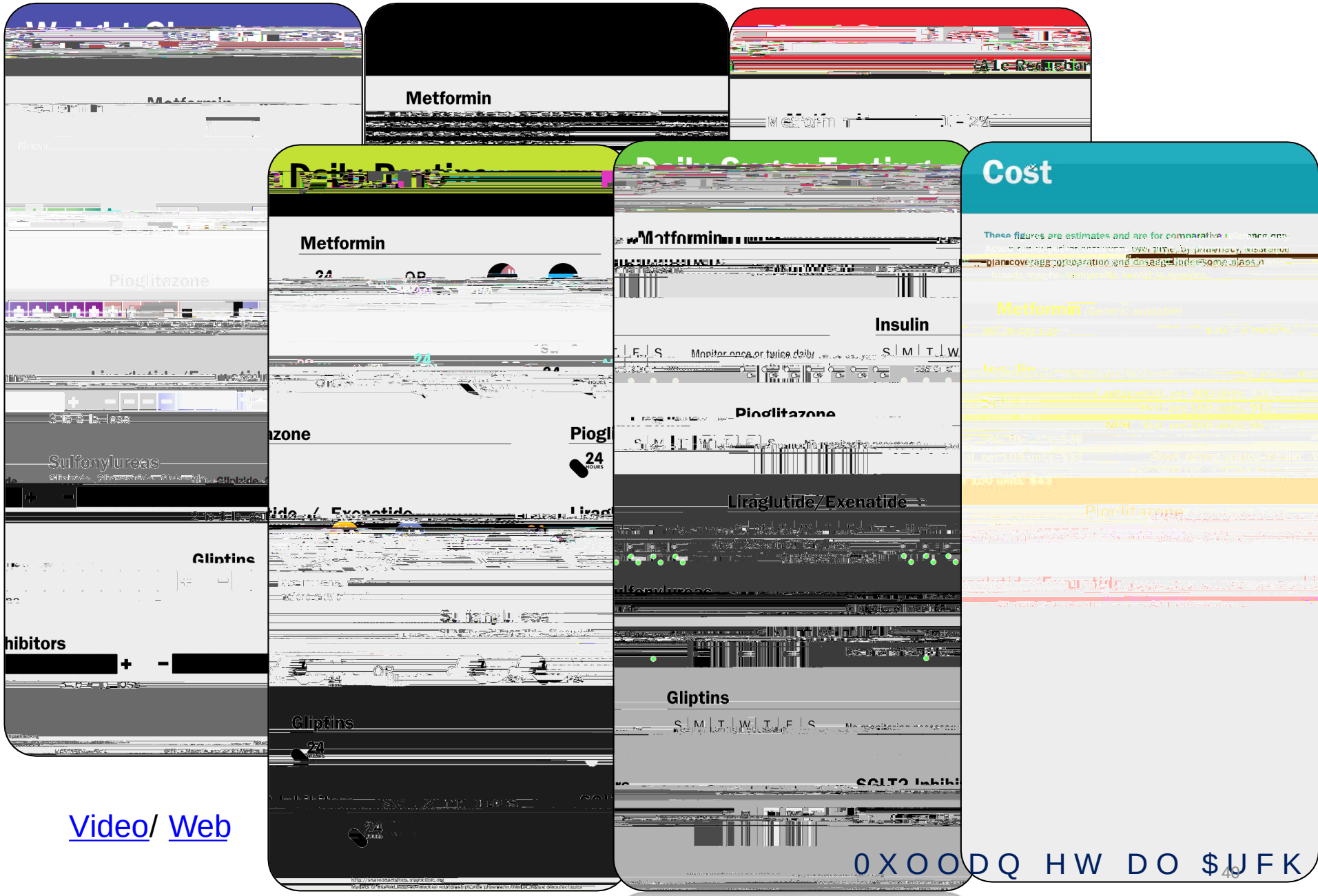


Compared to usual care,
patients using the decision aid were
22 times more likely
to have an accurate sense of their baseline risk
and risk reduction with statins.

70% fewer statin prescriptions in the low-risk
(<10%) group.

Threefold increase in self-reported adherence





Video/ Web

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SELF REPORT

Patients and clinicians confident about choice (.001)

Knowledge 12% better (p=.02)

Satisfaction with process 35% better (p=0.002)

VIDEO

Patient involvement 40% better (p=.001)

70% vs. 92% patient voices preference

92% vs. 95% clinician voices preference

0% vs. 63% patient identifies top issue

Fidelity = 48%

OTHER OUTCOMES

No difference in PHQ-9 or medication adherence

Summary of Mayo Experience

Age: 40-92 (avg 65)

Primary care, ED, hospital, specialty care

74-90% clinicians want to use tools again.

Adds ~3 minutes to consultation.

58% fidelity without training.

20% improvement in patient knowledge.

17% improvement in patient involvement.

Effects are similar in vulnerable populations.

Variable effect on clinical outcomes, cost

Training

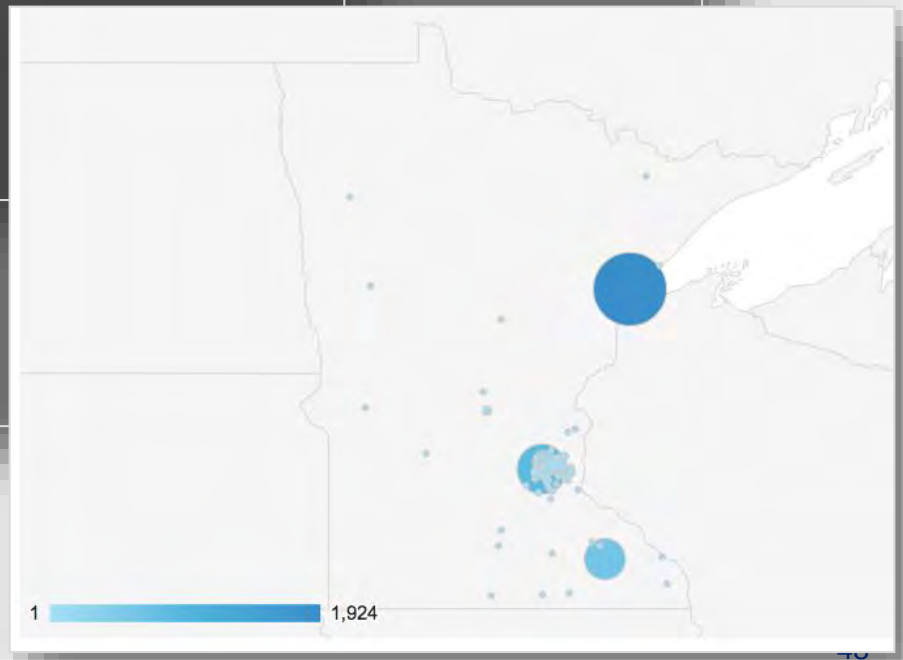
Integration Into Electronic Workflow

- EMR Link
  - Web

Largest Test of Point-of-Care Shared Decision Making

Leppin et al. Ongoing

Meanwhile…



More about shared decision making:
http:// shareddecisions.mayoclinic.org

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AHRQ's SHARE Approach: Integrating PCOR into Shared Decision Making

Alaina Fournier, Ph.D.

Office of Communications and Knowledge Transfer
Agency for Healthcare Research and Quality (AHRQ)

Disclosures

Relevant Financial Relationships

None

The Agency for Healthcare Research and Quality

- AHRQ is a Federal agency that is part of the U.S. Department of Health & Human Services.

- AHRQ works to produce and disseminate evidence to make health care safer, of higher quality, more accessible, equitable, and affordable.

AHRQ's Effective Health Care Program

- Synthesizes PCOR through systematic reviews and comparative effectiveness reviews
- Translates PCOR findings into plain-language resources for patients and health care professionals to support decision making
- Disseminates PCOR-based decision aids to those who need them

Goal: Improve health care quality and patient health outcomes through informed decision making by patients, providers, and policymakers.

www.effectivehealthcare.ahrq.gov

Effective Health Care Products

Clinician Research Summaries

- More than 60 information products targeted to physicians, nurses, and other clinicians.
- Summaries provide:
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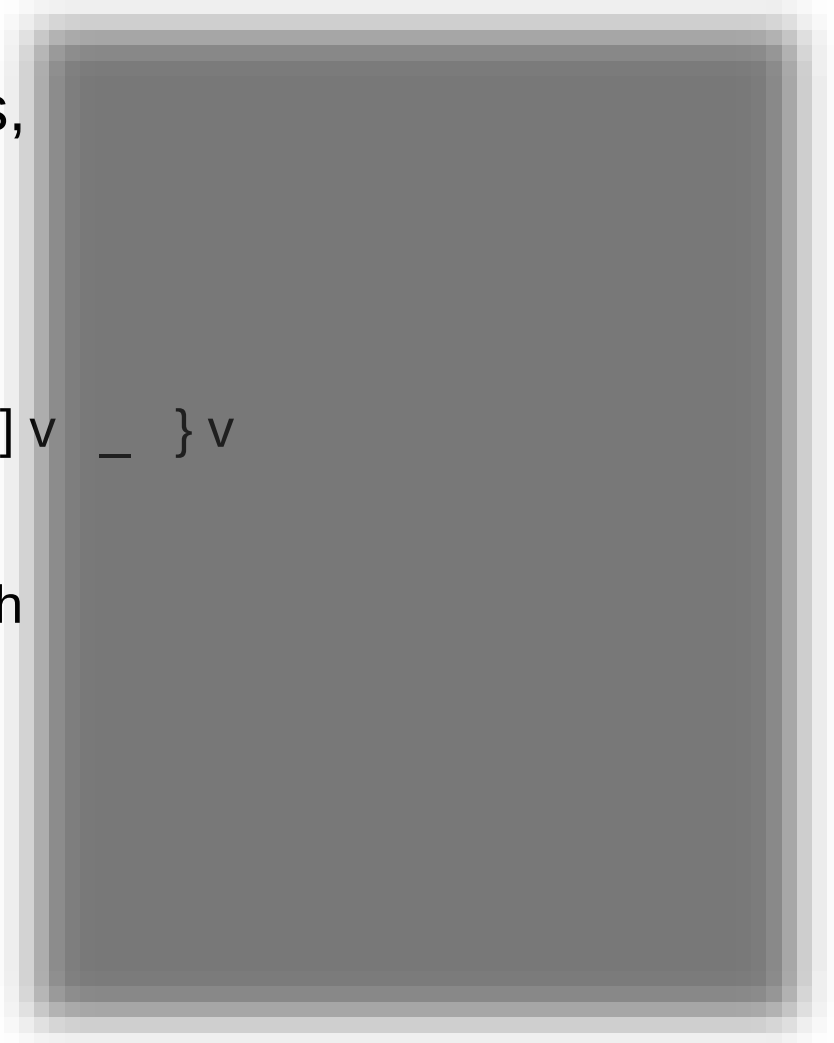
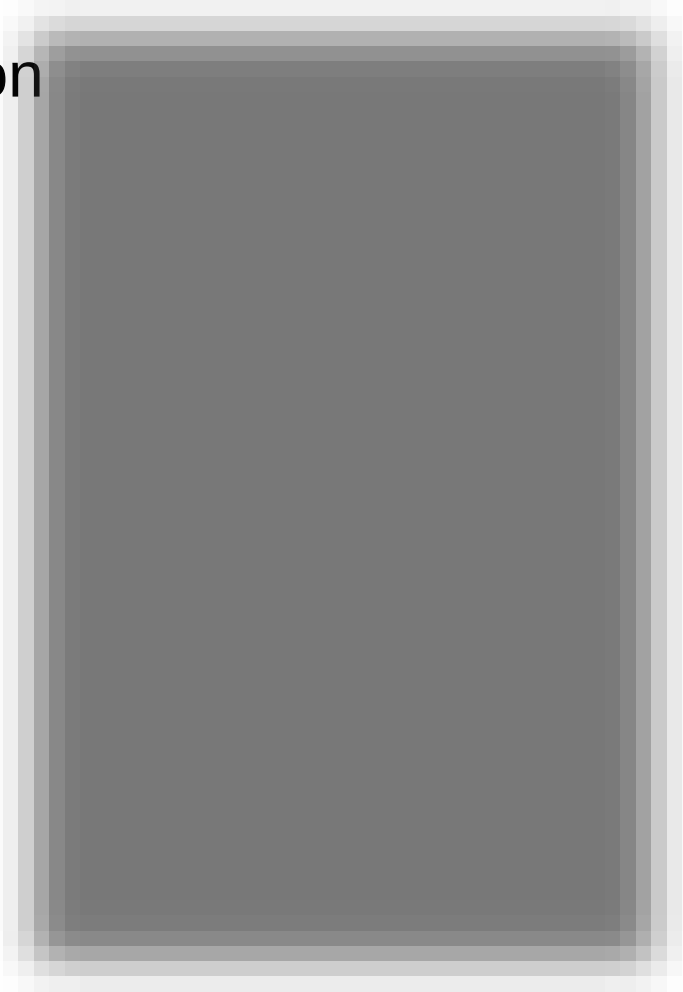
  - Graded descriptions of the strength of the evidence behind the research
- Most have online CME/CE activities available.



Consumer Research Summaries

- Over 50 plain-language information products summarize PCOR findings on treatments for chronic conditions.
- Each summary includes:
  - Background on the condition
  - Benefits, risks, and side effects of treatment options
- Available in English and Spanish, and with companion audio versions.



Patient Decision Aids

- Online, interactive tools to help patients with certain clinical } v] š] } v • š Z] v l } µ š Á Z š [• important to their doctor.
- AHRQ Decision Aids include:
  - Information on the condition
  - Information on treatment options

Shared Decision Making in the Health Care Landscape

Educating the Educators

- Create a train-the-trainer workshop curriculum and collateral tools to help clinicians learn how to use Effective Health Care and PCOR resources in shared decision making.
- Conduct 10 workshops per year across the country.
- Provide support to trainees with Webinars, technical assistance, and a learning network.

Formative Research Approach

- Literature Review
- Health Educators Needs Assessment

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Question 1: Who do we train?

- Common Themes Identified

Question 2: What do we include in the training?

Common Themes Identified (Survey, Focus Groups, Interviews, Literature Review)

- What CER/PCOR is and how it can be used in SDM
-

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Question 3: How do we train?

Common Themes Identified (Survey, Focus Groups, Interviews, Literature Review)

- Format: Face to face (4-6 hours), with a possible Web-based

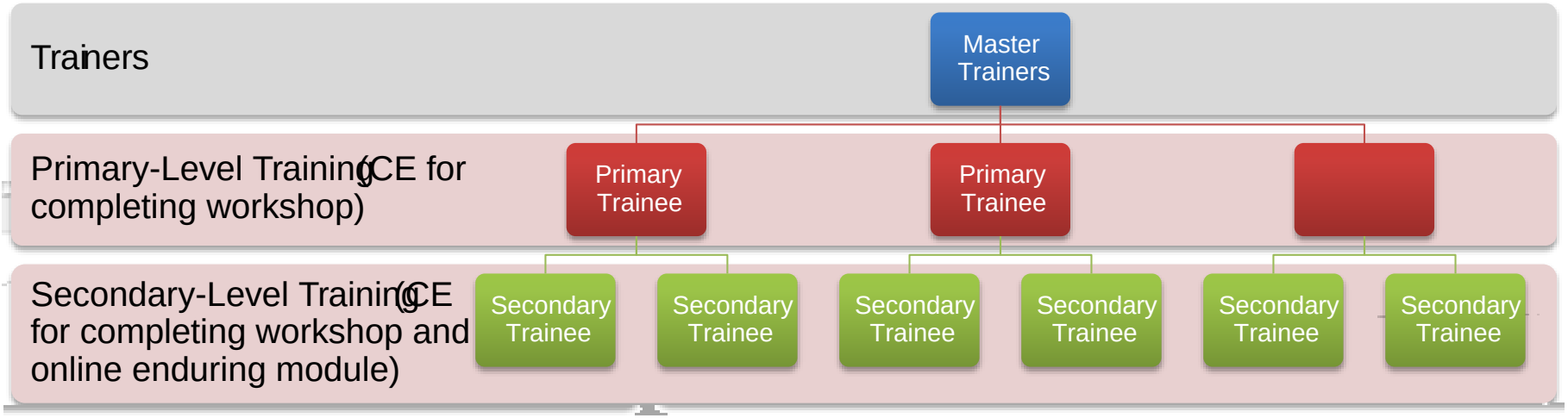
PCOR is introduced in Step 2: Help your patient explore and compare treatment options

- Discuss the benefits and harms of each treatment option.
  - Know the benefits and risks of each option.
  - Understand Z } Á š Z Ç Œ o š š } Ç } µ Œ ‰ š] condition.
- Use evidence-based decision-making resources to compare the treatment options.

The SHARE Approach

About the SHARE Approach
Implementation Strategy

- Implementation Model
  - 10 accredited training sessions a year across the country
    - 25-50 participants per session (~250-500 primary trainees a year)
    - Primary trainees train local-setting colleagues and health provider stakeholders (to facilitate dissemination of curriculum concepts)



Shared Decision Making Support Materials and Activities from AHRQ

- Shared decision-making toolkit on the AHRQ Web site
  - Workshop curriculum modules
  - 9 informational tools
  - Video, screensaver, poster
  - Links to other AHRQ resources that support or are related to shared decision making
- AHRQ provides ongoing support activities for participants of the workshop.
  - SHARE Approach Web conferences
  - SHARE Approach Learning Network (coming soon!)

Ongoing Evaluation

- AHRQ is conducting an ongoing evaluation of the initiative to learn about:
  - Who is participating in training
  - The confidence of primary trainees in training others about the SHARE ‰ ‰ Œ } Z v , Z Y [• W K Z Œ • } µ Œ •
  - The extent to which workshop participants have been able to conduct additional trainings, start new PCOR education programs, or integrate th workshop curriculum into their local settings
  -

The SHARE Approach

- All Effective Health Care materials described here may be found
  } v , Z Y [• ective Health Care Web site:

  http://effectivehealthcare.ahrq.gov/

- Shared decision making tools and resources are available on
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  http://www.ahrq.gov/shareddecisionmaking/

The SHARE Approach Web site also contains information about upcoming SHARE Approach workshops around the country.

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Obtaining CME/CE Credits

If you would like to receive continuing education credit for this activity, please visit:

http:// afya.cds.pesgce.com

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Please address your questions to the "All Panelists" dropdown menu.

Select "Submit" to submit your question to the moderator.

Questions will be read aloud by the moderator.