STRATEGIES FOR SUSTAINING PATIENT AND FAMILY ENGAGEMENT

SHANE SPEES
PRESIDENT AND CEO
NORTH MISSISSIPPI HEALTH SERVICES
- NMMC- Tupelo (tertiary, 650 beds)
- 5 Community Hospitals
- Preferred Provider Organization
- TPA
- 35 Clinics
- School-based Nurses
- Nursing Homes
- Home Health Care
- JV Outpatient Centers
Mission: To continuously improve the health of the people of our region

Vision: To be the provider of the best patient-centered care and health services in America
NMHS Patient Engagement Principles

• Focus on Key Disease States
  – CHF, Diabetes, COPD
• Active Learning
  – Move away from Passive Learning Strategies
• System Coordination – No Silos
• Link Intervention to Outcomes
The Three E’s

➢ Engagement
  • What are the patient goals?
  • Barriers to success
  • Building Relationship

➢ Empowerment
  • Encouragement
  • Support
  • Self-management Action plan

➢ Education
  • Treat each patient individually
Congestive Heart Failure

• A Leading Discharge Diagnosis
• Highly Dependent on Patient Understanding and Activation
• Traditional Methods Ineffective (Brochures, Hospital Lectures, Videos)
• Patient Profile – Older Adults, Low Healthcare Literacy
Self Care College

• CHF Patients Go Through 3 Modules – Weight, Dietary, Pharmacy

• Post-Simulation Huddle – Review Potential Gaps in Care

• Results Reported to In-House Provider

• Patient Receives 30-Day Follow Up – Transition Coach or Nurse Link
Care Transitions Intervention

- Low cost, low intensity model
- Targeted to Medicare FFS Patients with functional limitations
- A home visit and three follow up phone calls
- “Transition Coach” is the center piece of intervention
  - Focus on empowering the patient by modeling behavior
    - practice runs
  - Ask the patient for a “goal”
  - Obtain a correct medication list
  - Timely PCP Follow-up

Coleman EA, Parry C, Chalmers S, Min SJ. The Care Transitions Intervention: Results of a Randomized Controlled Trial Archives of Internal Medicine. 2006;166:1822-8
Rate of Readmission for Heart Failure Patients (HF)

Scheduled Annual Release | Data Collection Dates | Hospital Performance | U.S. Top 10% | U.S. Average | U.S. Rank | State Rank |
--- | --- | --- | --- | --- | --- | --- |
June 2010 | July 1, 2006 - June 30, 2009 | 22.7% | 22.4% | 24.7% | 472 of 3904 | 7 of 75 |
June 2011 | July 1, 2007 - June 30, 2010 | 22.4% | 22.5% | 24.8% | 350 of 4025 | 5 of 76 |
June 2012 | July 1, 2008 - June 30, 2011 | 23.1% | 22.5% | 24.7% | 676 of 4009 | 7 of 78 |
Dec. 2013 | July 1, 2009 - June 30, 2012 | 21.8% | 20.9% | 23.0% | 857 of 3996 | 4 of 80 |
Dec. 2014 | July 1, 2010 - June 30, 2013 | 20.5% | 20.8% | 22.7% | **266 of 3909** | **1 of 78** |