

Patient and Family/Caregiver Engagement: Assessment and Goal Setting

Expanded Home Health Value-
Based Purchasing (HHVBP) Model

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Featured Speaker



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OASIS Answers, Inc

Objectives

- ✓ Describe patient and family/caregiver engagement
- ✓ Examine HHA strategies to enhance patient and family/caregiver engagement
 - Assessment and Monitoring
 - Patient Goal Setting & Decision-Making Aids
- ✓ Describe how these strategies can potentially improve performance on HHVBP Model measures

What is patient and family/ caregiver engagement?

Descriptions of Patient and Family/ Caregiver Engagement

A patient's capability and willingness to **actively decide to participate in their healthcare and collaborate** with a healthcare facility or provider for the **goal of maximizing outcomes or improving experiences of care.**

Higgins, T., Larson, E., & Schnall, R. (2017) Unraveling the meaning of patient engagement: A concept analysis.

Patients and families are **partners in defining, designing, participating in and assessing the care practices and systems that serve them** to assure they are respectful of and responsive to individual patient preferences, needs, and values. This collaborative engagement allows **patient values to guide all clinical decisions and drives genuine transformation in attitudes, behavior, and practice.**

Person and Family Engagement Strategic Plan – CMS (2016), Person and Family Engagement Strategy Summary – CMS (2021)

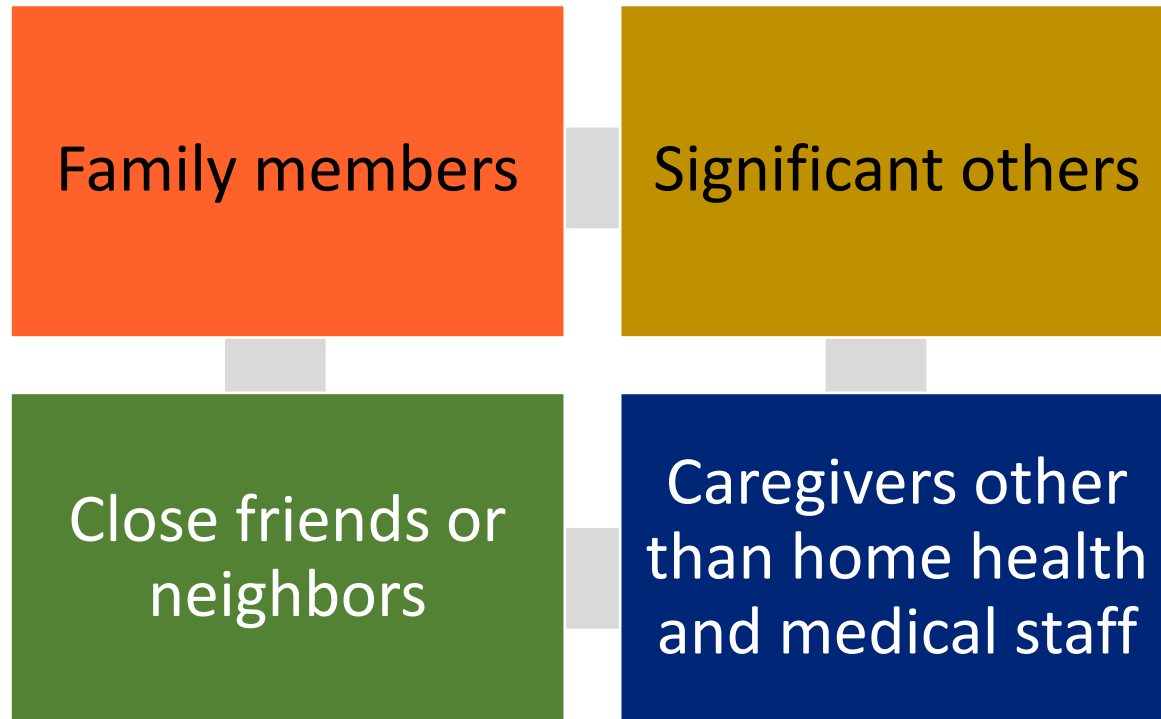
Key Concepts for Patient and Family/ Caregiver Engagement

- ✓ Recognizes patient and family involvement in the plan of care
- ✓ Includes the patient and family/caregiver desire and capability to actively participate in care
- ✓ Provides for cooperation with a healthcare provider or system, for the purposes of maximizing outcomes or improving experiences of care
- ✓ Supports providers, patients, and families working together to improve health



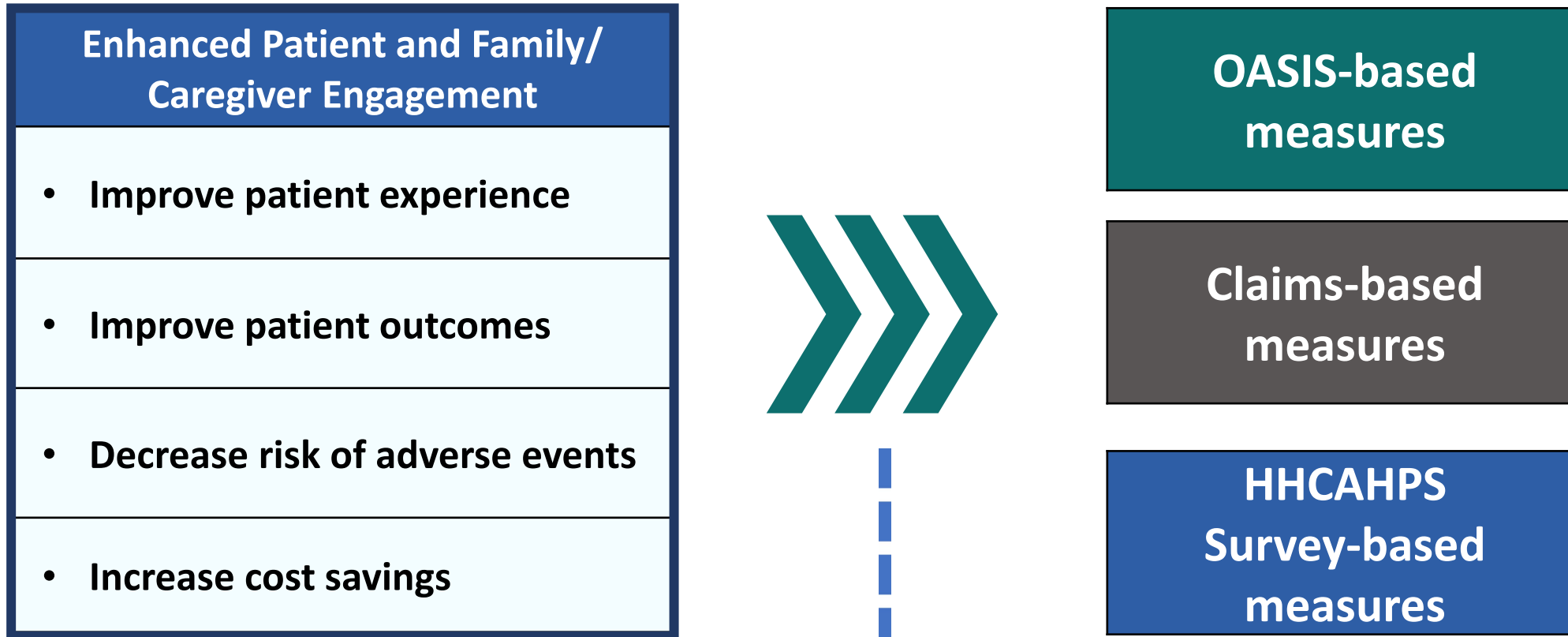
*Patient and Family/Caregiver Engagement is both a **process and a behavior**, and shaped by the relationship amongst the patient, family/caregiver, and provider, as well as the care delivery environment.*

Patient and Family/Caregivers



How can engagement affect performance on the expanded HHVBP Model measures?

Relevance to the Expanded HHVBP Model Measures



How might home health agencies enhance patient and family/caregiver engagement?

Applicable Measures in the Expanded HHVBP Model

Category	Count	Quality Measure
OASIS-based (35%)	5	Improvement in Dyspnea
		Discharged to Community
		Improvement in Management of Oral Medications
		Total Normalized Composite Change in Self-Care
		Total Normalized Composite Change in Mobility
Claims-based (35%)	2	Acute Care Hospitalization During the First 60 Days of Home Health Use
		Emergency Department Use without Hospitalization During the First 60 Days of Home Health
HHAHPS Survey-based (30%)	5	Care of Patients/Professional Care
		Communication
		Specific Care Issues/Team Discussion
		Overall Rating
		Willingness to Recommend

The Impact of Patient and Family/Caregiver Engagement Strategies

Insights from the Literature

Home-based cardiac rehabilitation impacting reduction in cardiovascular disease risk factors.¹

- **Techniques included:**
 - Feedback and monitoring
 - Goal setting approaches
 - Social support
 - Patient instruction

Quality improvement initiatives to prevent falls in older adults.²

- **Techniques needed:**
 - Promotion of self-management
 - Patient education
 - Patient reminders
 - Motivational interviewing

¹ Heron, N, et al. (2016). Behavior change techniques in home-based cardiac rehabilitation: A systematic review. *British Journal of General Practice*, 66(651), e747– e757. <https://doi.org/10.3399/bjgp16X686617>

² Tricco AC, Thomas SM, Veroniki AA, et al. (2017). Comparisons of Interventions for Preventing Falls in Older Adults: A Systematic Review and Meta-analysis. *JAMA*, 318(17):1687–1699. <https://doi.org/10.1001/jama.2017.15006>

What strategies might enhance patient and family/caregiver engagement?

Strategies for Patient and Family/ Caregiver Engagement

Two (2) main categories:

Assessment & Monitoring

Patient communication

Outreach calls

Self-report tools

Remote patient
monitoring

Patient Goal Setting & Decision-Making Aids

Alignment of goals, values, and
preferences

The five (5) A's

“Important to” & “Important
for”

Assessment & Monitoring Strategies

Assessment & Monitoring

Patient communication

- AIDET: Acknowledge, Introduce, Duration, Explanation, Thank you

Outreach calls

- Initiated by the HHA, to the patient
- Planned process and content

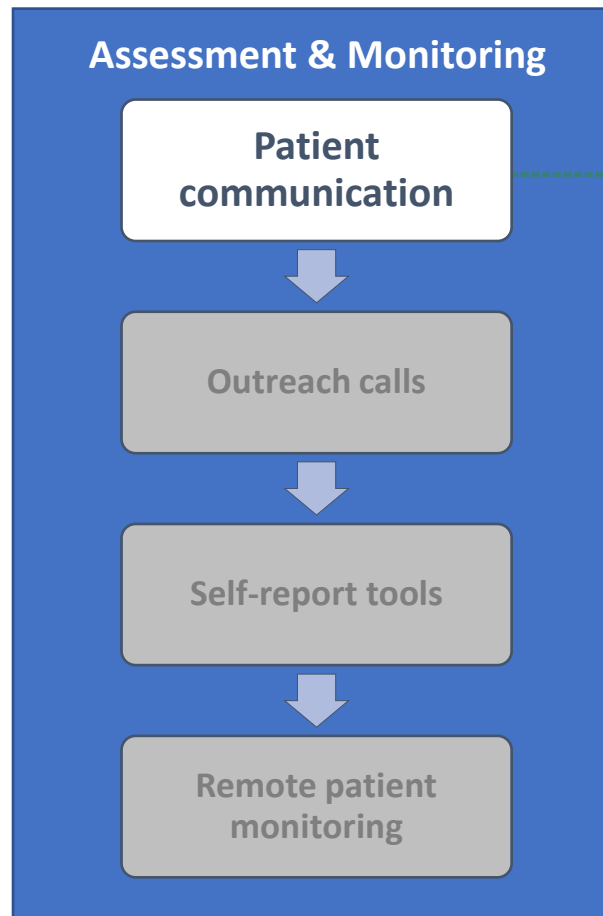
Self-report tools

- For tracking, recognition, goal setting

Remote patient monitoring

- Form of telehealth

Patient Communication



Communication Approach

- AIDET³
 - ✓ Acknowledge
 - ✓ Introduce
 - ✓ Duration
 - ✓ Explanation
 - ✓ Thank you



³Huron Consulting Group Inc. (2023). *AIDET Patient Communication*. <https://www.studergroup.com/aidet>.

Outreach Calls



Outreach Calls

- Calls to the patient and family/caregivers
- Initiated by the HHA
- Planned process and content, e.g., “tuck-in service”
- During times of higher rates of patient emergency department use or hospitalization, such as shortly after HHA admission or prior to weather-related incidents



Self-Report Tools



Self-Report Tools

- For purposes of
 - ✓ Tracking
 - ✓ Recognition
 - ✓ Goal Setting



Remote Patient Monitoring



Remote Patient Monitoring

- Key considerations
 - ✓ What quality measures will be potentially impacted?
 - ✓ Which patients will be included, and what patient characteristics should be considered in the planning?
 - ✓ What technology features should be considered for the anticipated patient and staff use?
 - ✓ What equipment and resources should be considered in terms of connectivity, cost, ease of use?



Patient Goal Setting & Decision-Making Aids

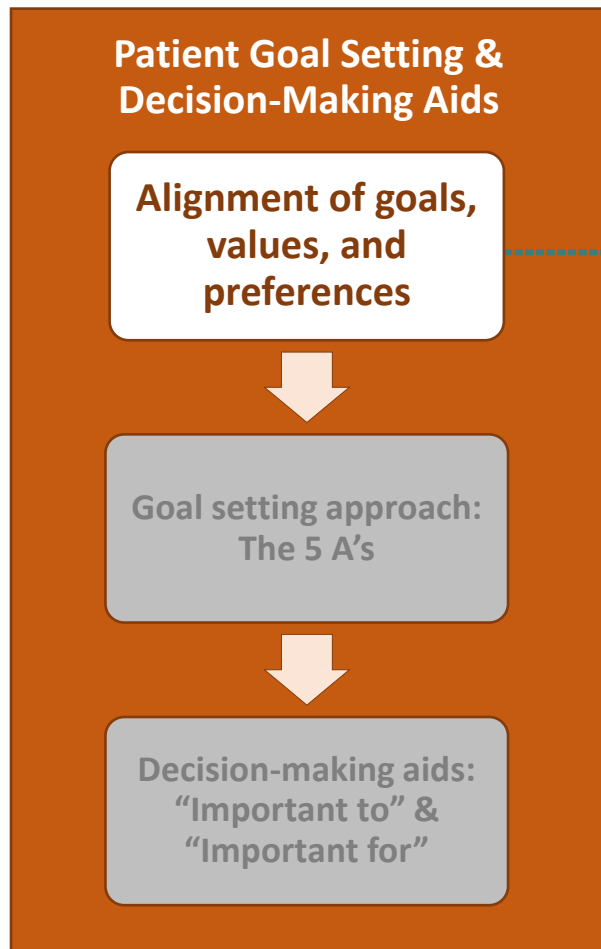
Patient Goal Setting & Decision-Making Aids

Alignment of goals, values, and preferences

Goal setting approach –
The five (5) A's

Decision-making aids –
“Important to” & “Important for”

Alignment

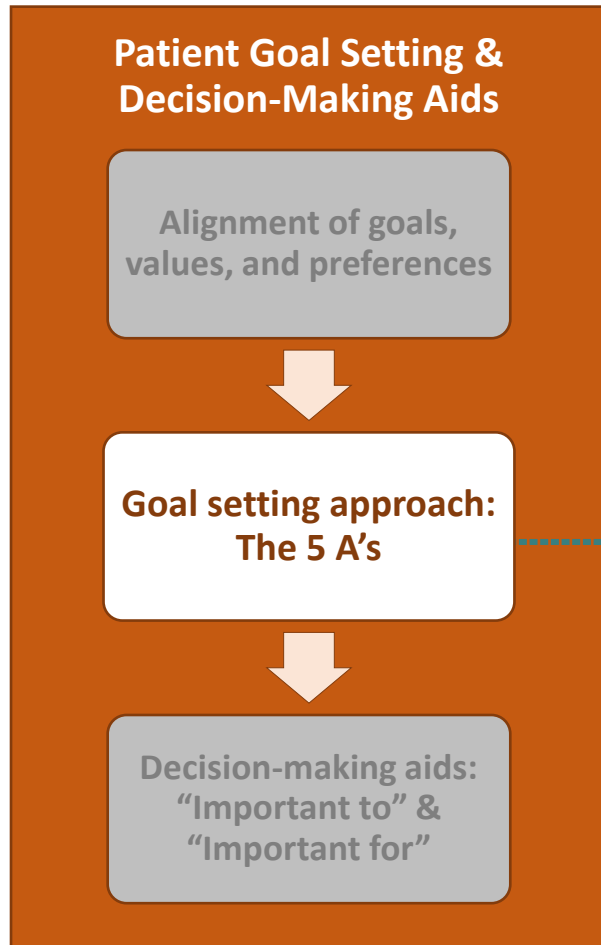


Alignment

- Goals
- Values
- Preferences



Goal Setting Approach

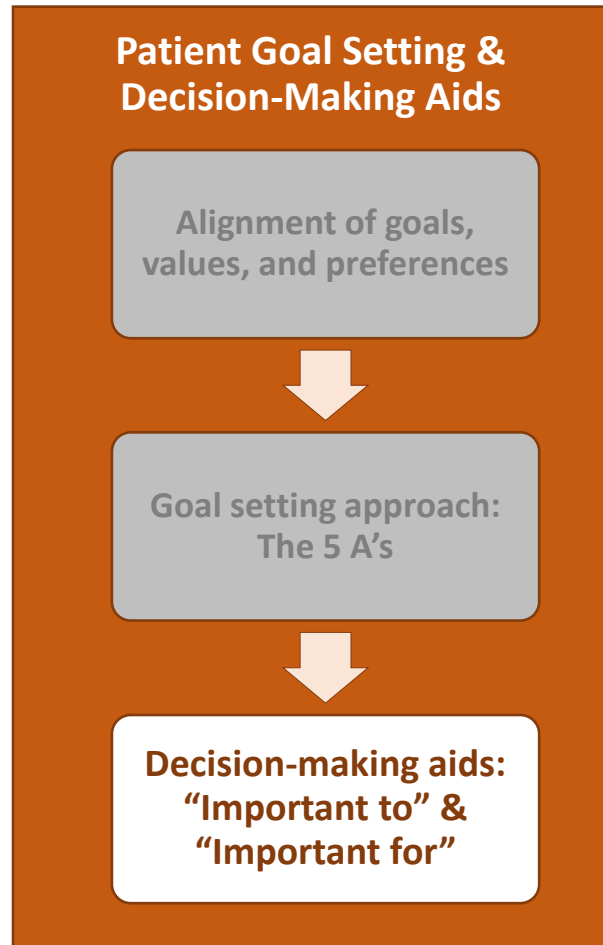


The five (5) A's

- **A**sking questions
- **A**ssessing beliefs, behavior, knowledge
- **A**dvising on and discussing health risks and benefits of change
- **A**greeing and setting realistic and timely goals collaboratively
- **A**ssisting in the identification of barriers and solving problems

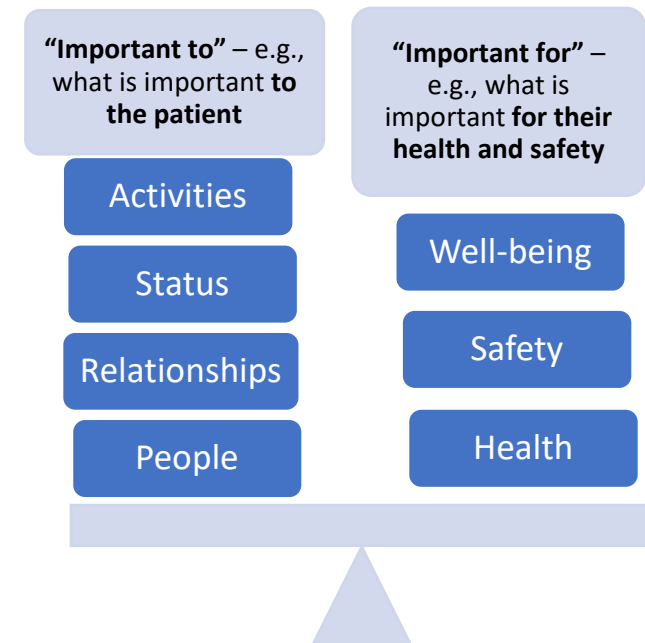


Decision-Making Aids



Decision Making Aids

- Finding the balance between what is **Important To** a patient and **Important For** a patient
 - ✓ To do what is **Important For** oneself, there needs to be an **Important To**
 - ✓ Sequence matters – Always start with **Important To**, then address **Important For**
 - ✓ Use a discovery process



Summary

Enhanced Patient and Family/Caregiver Engagement
• Improve patient experience
• Improve patient outcomes
• Decrease risk of adverse events
• Increase Cost savings



OASIS-based measures



Claims-based measures



HCAHPS Survey-based measures

1. *Assessment and Monitoring*
2. *Goal Setting and Decision-Making Aids*

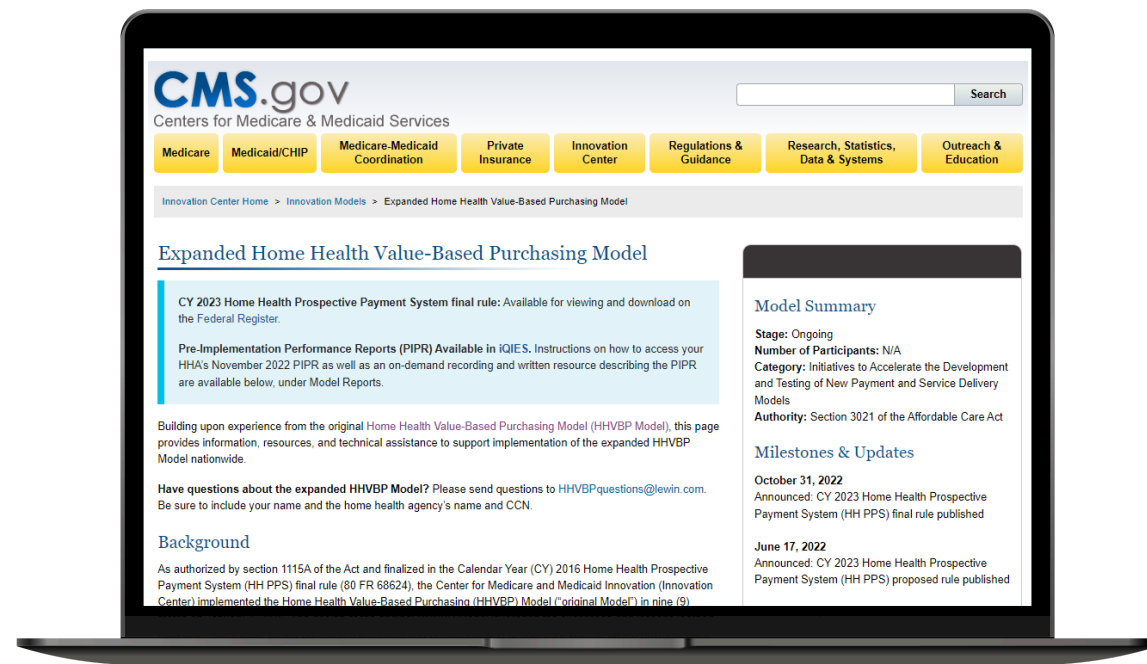
References and Resources

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Staying Connected Checklist

- ❑ Visit and bookmark the [Expanded HHVBP Model webpage](#)
- ❑ Review the [Expanded HHVBP Model YouTube playlist](#) for all recorded content
- ❑ [Subscribe to the HHVBP Expanded Model listserv](#) by entering your email address on the contact form, then select “Home Health Value-Based Purchasing (HHVBP) Expanded Model” from the Innovations list. To ensure you receive expanded Model communications via email, please add “cmslists@subscriptions.cms.hhs.gov” to your email safe sender list.
- ❑ Access and review the reports available in [iQIES](#) in the “HHA Provider Preview Reports” folder
- ❑ Contact the HHVBP Help Desk with questions: HHVBPquestions@lewin.com



Thank You

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