

Patient Empowerment to Improve the Quality of Patient Care in Psychiatry

Objectives

- Define the basics of patient empowerment
- Understand the importance of patient engagement and disengagement
- Address potential barriers to patient empowerment
- Explore opportunities to increase patient empowerment in Psychiatry

Activation vs Engagement

PATIENT ACTIVATION

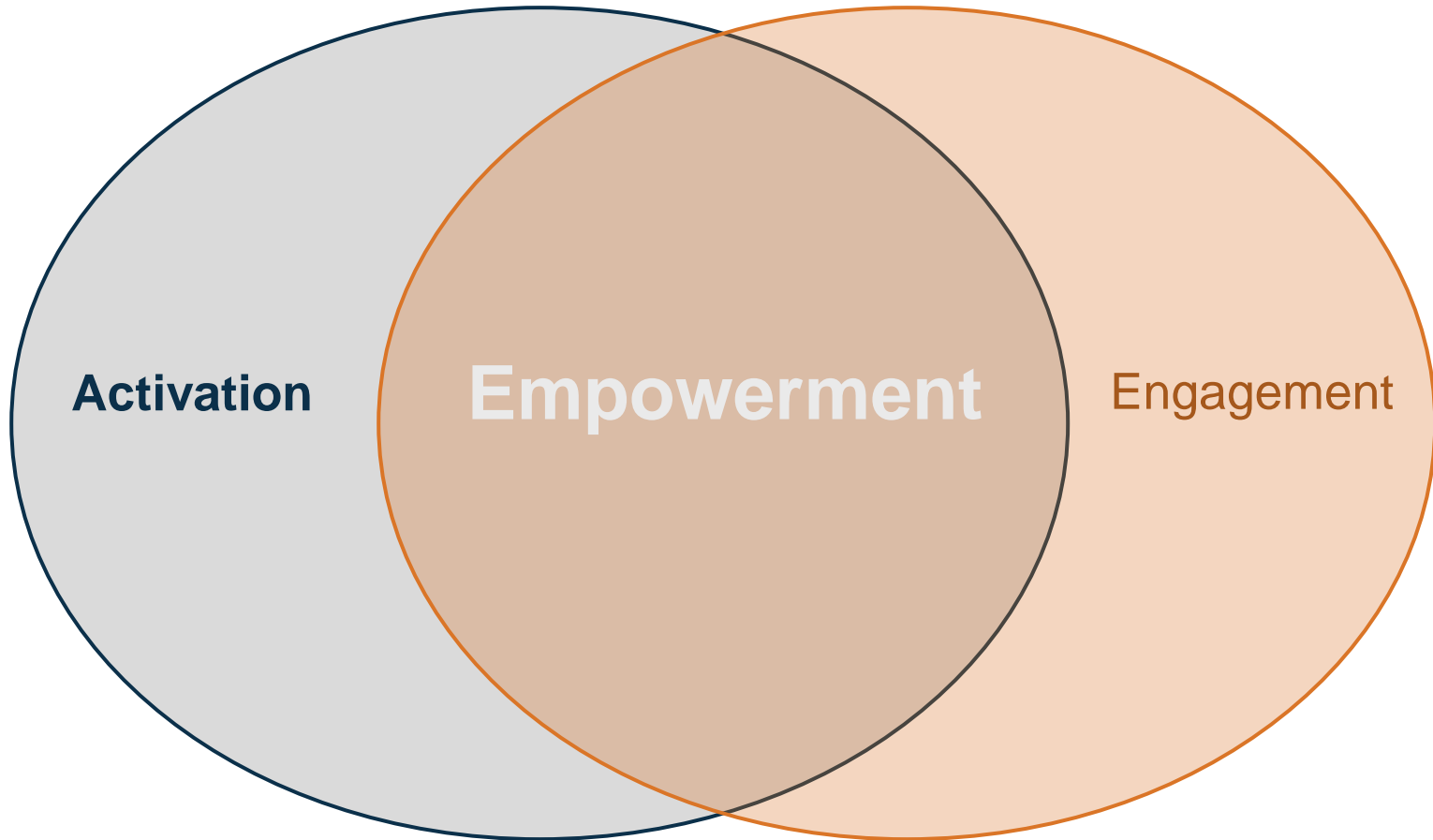
A patient's knowledge, skills, ability, and willingness to manage his/her own health and care

PATIENT ENGAGEMENT

Combines patient activation with interventions to increase activation and promote positive patient behavior

Robert Wood Johnson Foundation. Health Policy Brief. *Health Affairs*. Feb 14, 2013. Available at: http://healthaffairs.org/healthpolicybriefs/brief_pdfs/healthpolicybrief_86.pdf.

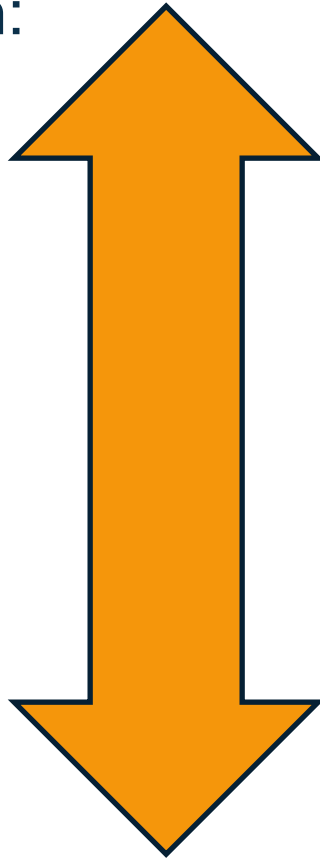
Patient Empowerment



McAllister M et al. *BMC Health Serv Res.* 2012;12:157.

Engaged Patients are Associated with Improved Patient Care Outcomes

Studies have shown that patient engagement has been associated with:



- following prescribed treatment
- functional status and faster recovery
- levels of satisfaction
- levels of health literacy
- levels of positive health-related behavior changes

- diagnostic testing and cost
- referrals
- optional surgeries

Bipartisan Policy Center. Improving quality and reducing cost in health care: Engaging consumers using electronic tools. Dec 2012. Available at: http://bipartisanpolicy.org/sites/default/files/BPC_Engaging_Consumers_Using_Electronic_Tools.pdf.

Disengagement in Serious Mental Illness

- The initial period of treatment is the most likely time for dropout to occur and is therefore an important time in which to have an engagement plan prepared and ready.
 - National Comorbidity Survey (NCS) reported almost 17% of patients drop out of treatment in 1 year
 - Across several recent studies, 18–67% fail to attend the first outpatient appointment
- From a patient's point of view:
 - Belief that they no longer need services
 - Belief that they cannot benefit from services
 - Belief that treatment is not helpful

Kreyenbuhl J et al. *Schizophr Bull.* 2009;35:696-703.

Potential Barriers to Patient Empowerment

Patient	Provider
Need for patients to have a certain degree of “health literacy” ¹	Limited amount of Time ¹
Patient diversity ¹	Not enough training ^{1,2}
Unwilling to consider costs ¹	Lack of incentives ¹
	Information-system shortcomings ^{1,2}
	Overworked physicians ²
	No change in behavior ³
	Unaware of other models ³
	Disbelief regarding empowerment ³

1. Robert Wood Johnson Foundation. Health Policy Brief. *Health Affairs*. Feb 14, 2013. Available at: http://healthaffairs.org/healthpolicybriefs/brief_pdfs/healthpolicybrief_86.pdf;
2. Friedberg MW et al. *Health Affairs*. 2013;32:268-275; 3. Anderson RM et al. *Patient Educ Couns*. 2005;57:153-157.

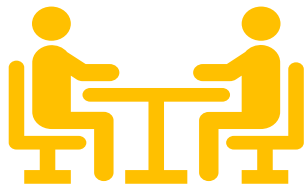
Patient Engagement: Dos and Don'ts

Do	Do not
Determine patient's main concern	Use fear as a tactic
Help them plan	Narrow the horizon of the patient's planning efforts
Support their plan	Build a plan for the patient
Acknowledge barriers/difficulties	Overwhelm them with too many problems at once
Arrange a way to check progress	
Allow patient to summarize what they will do	
Break down a larger goal or problem into small steps	

Hibbard J et al. *J Ambulatory Care Manage.* 2012;35:129-132.

Approaches to Increasing Patient Empowerment

There are several approaches to increasing patient empowerment, including:



Motivational interviewing¹



Public reporting and consumerism²



Technology assistance³



Patient-reported outcomes⁴

1. McCarley P. *Nephrol Nurs J.* 2009;36:409-413;

2. Huckman RS. *NEJM.* 2013;369:1875-1876;

3. The University of Arizona. Artificial Intelligence Laboratory. Available at <http://ai.arizona.edu/research/healthcare/>. Accessed Feb 12, 2014;

4. Patrick DL et al. Chapter 17: Patient-reported outcomes. In: Higgins JPT, Green S (editors). *Cochrane Handbook for Systematic Reviews of Interventions* Version 5.1.0 [updated March 2011]. The Cochrane Collaboration, 2011. Available at www.cochrane-handbook.org. Accessed Feb 12, 2014.

Closing



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