



Blue Shield of California Foundation is an independent licensee of the Blue Shield Association

building better health care for safety net patients

Presenter:

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blueshieldcafoundation.org

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on the call



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research overview

Research Aims:

- Help safety-net facilities navigate changes brought about by the ACA
- Identify cost-effective paths to primary care redesign
- Determine the motivators of patient satisfaction, empowerment and efficacy; identify strategies to achieve them

Work to Date:

- In-depth statewide random-sample surveys in 2011, 2012 and 2013
- Six major reports
- Briefing papers, blog reports, multiple presentations to practitioners, policymakers and other stakeholders

key conclusions

A patient-centered approach is crucial



Connectedness

A sense that someone at your healthcare facility knows you well



Continuity

Seeing the same care providers over time



Patient-Provider Relationships

The level of trust, communication and collaboration patients feel they have with their providers

key conclusions



Satisfied Patients = Loyal Patients

10 things health centers can do

what CHCs can do

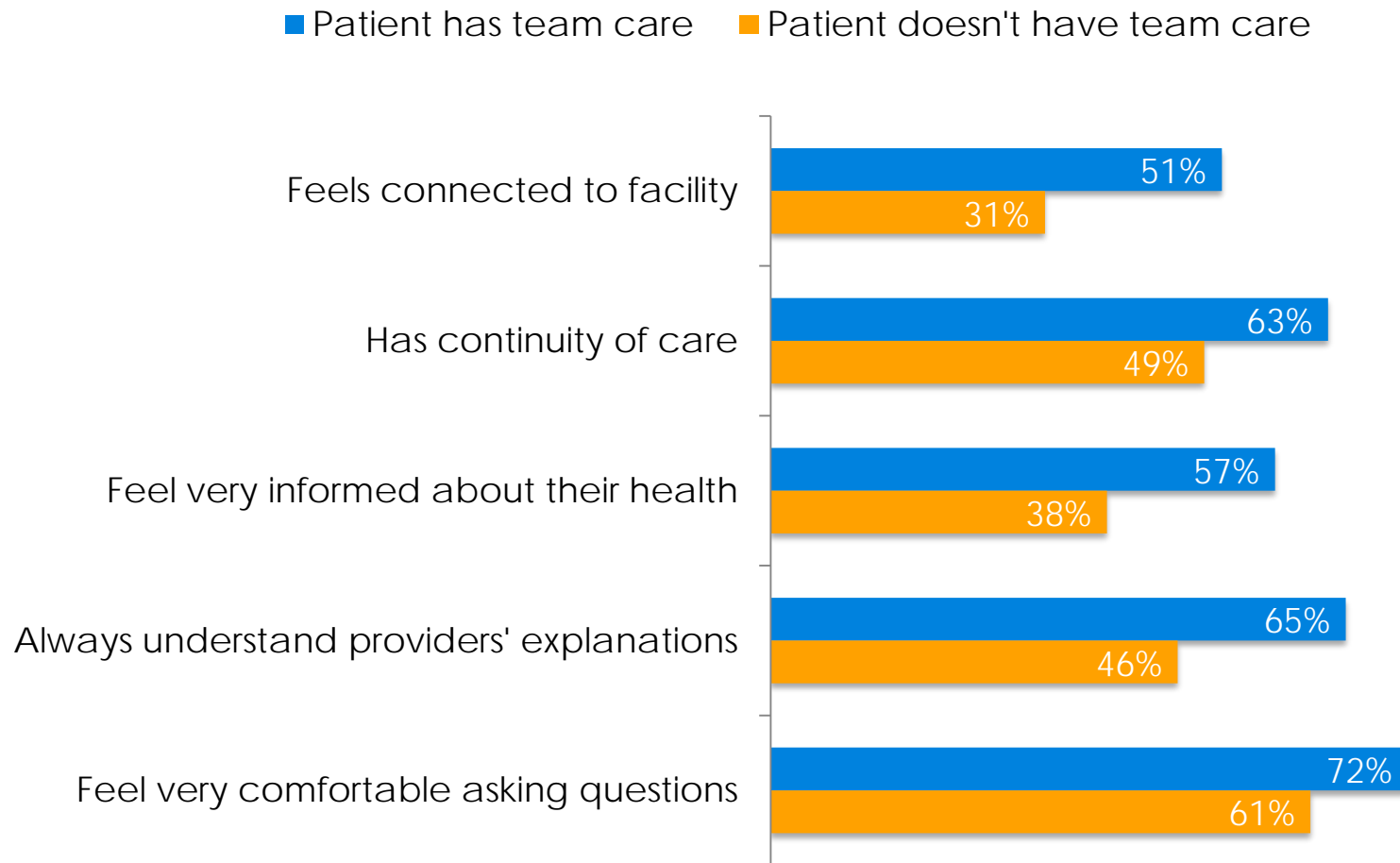
10 things
community
health centers
can do to improve
connectedness
and continuity



- 1 Develop **team-based care**
- 2 Provide **navigation** for patients
- 3 **Connect** and **communicate** with patients
- 4 Encourage **patient involvement** in care
- 5 Deliver **clear information**
- 6 **Support patients** in major medical decision-making
- 7 Offer patients **email** and **text messaging** options
- 8 Develop new ways to **engage patients**
- 9 Create an **inclusive and welcoming environment**
- 10 Get **team buy-in** on the effort

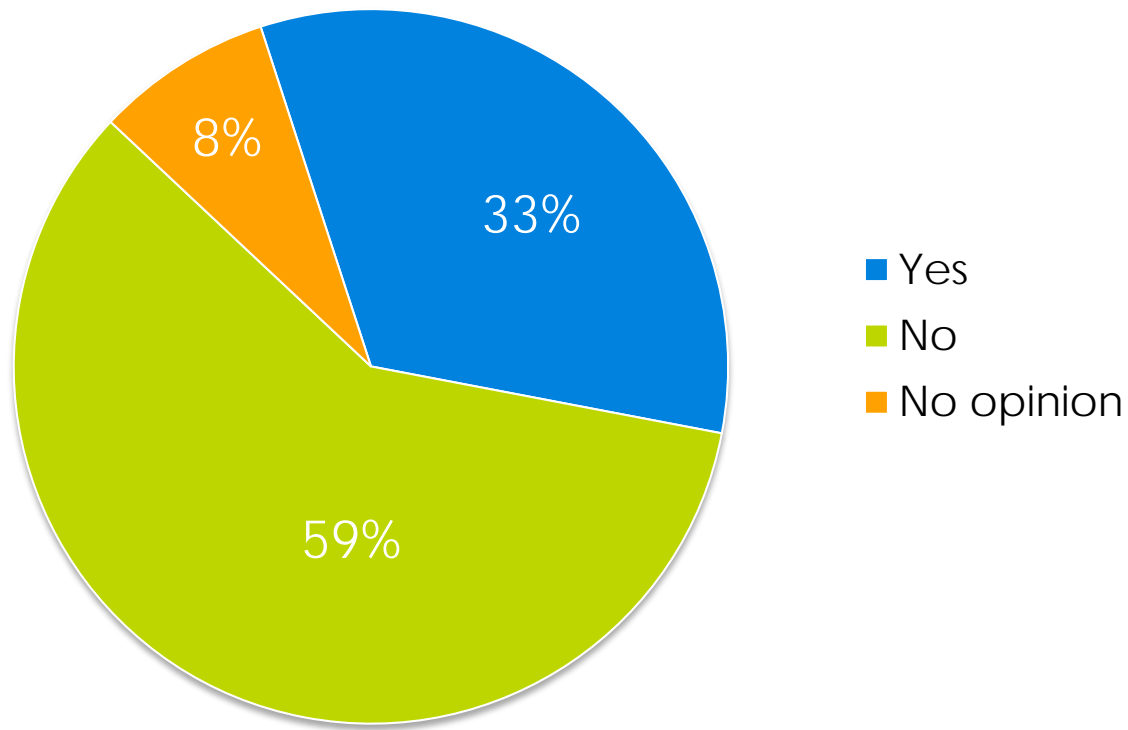
1. develop team-based care

the impact of team-based care



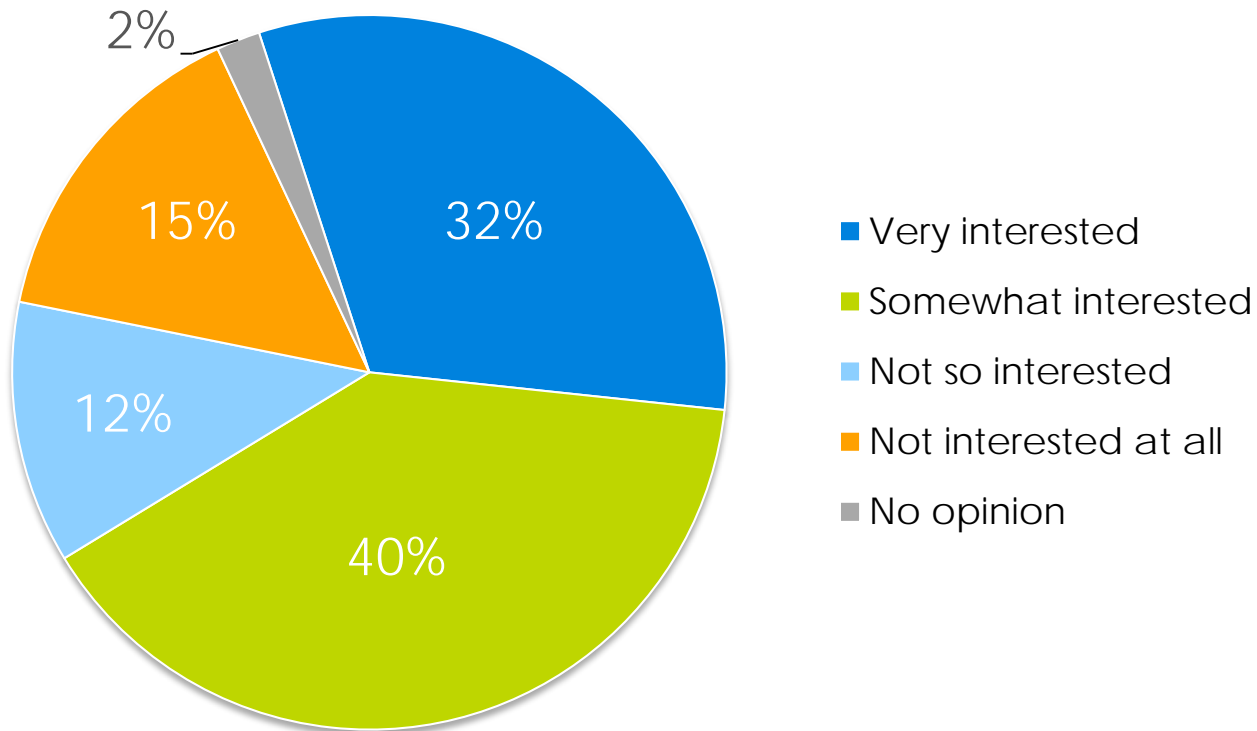
do you have a healthcare team?

Among Low-Income Californians



interest in having a healthcare team

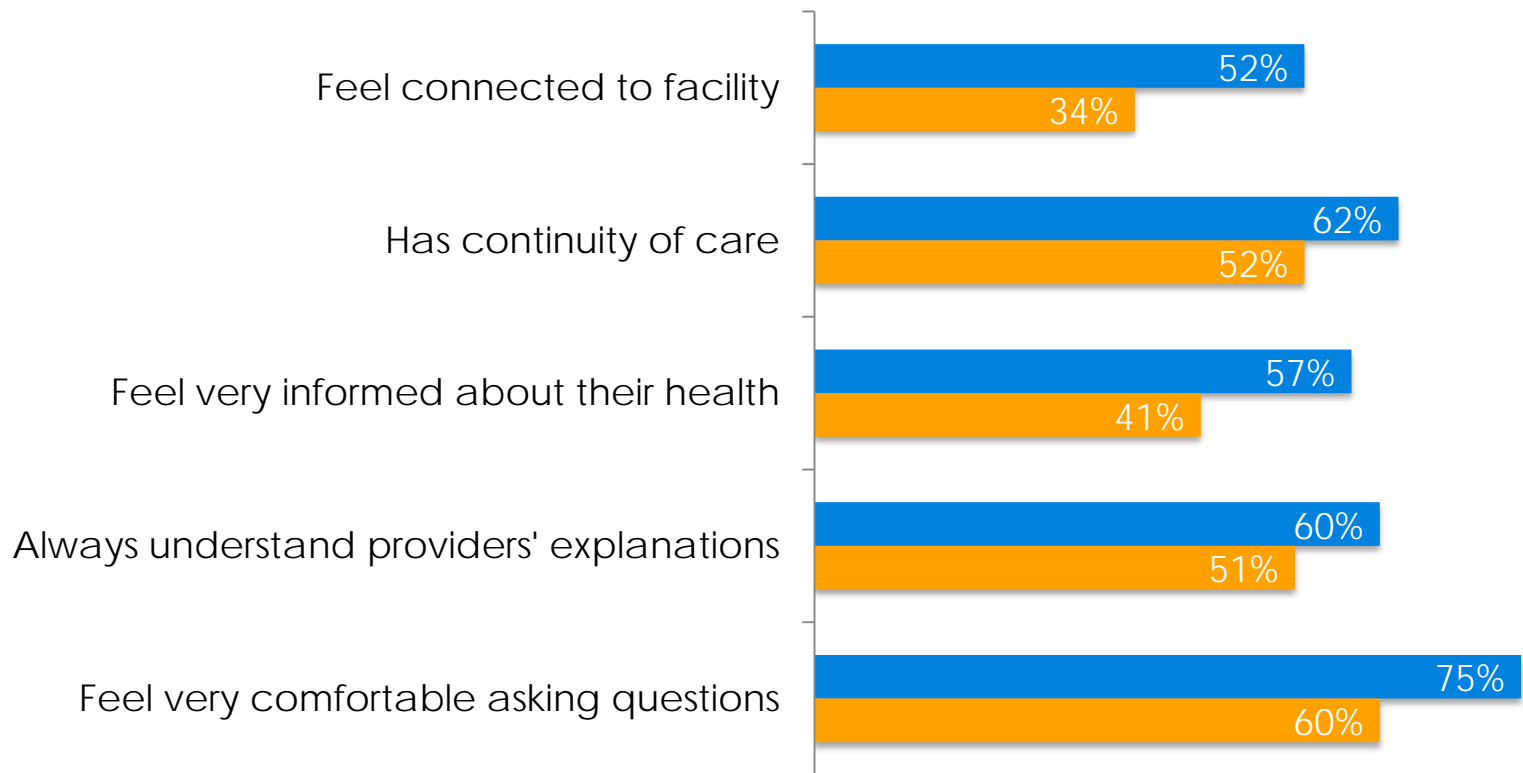
Among Low-Income Californians Who Don't Have It



2. provide navigation for patients

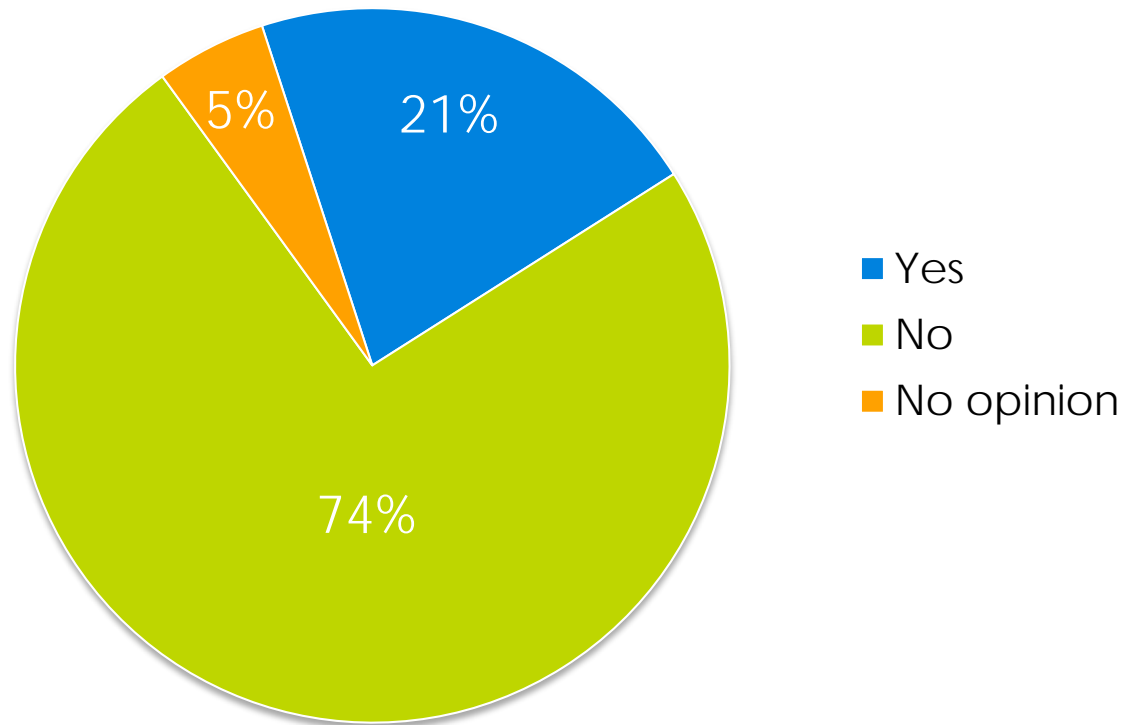
the impact of having a navigator

■ patient has a navigator ■ patient doesn't have a navigator



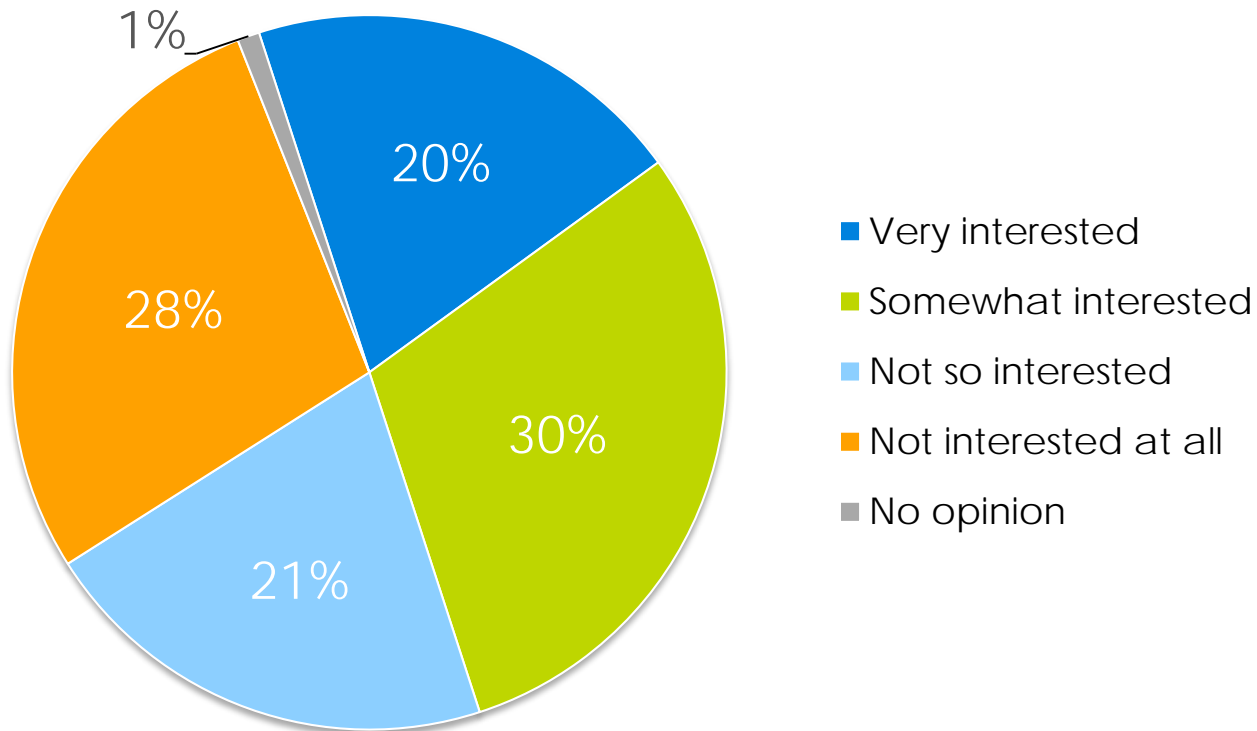
do you have a healthcare navigator?

Among Low-Income Californians



interest in having a healthcare navigator

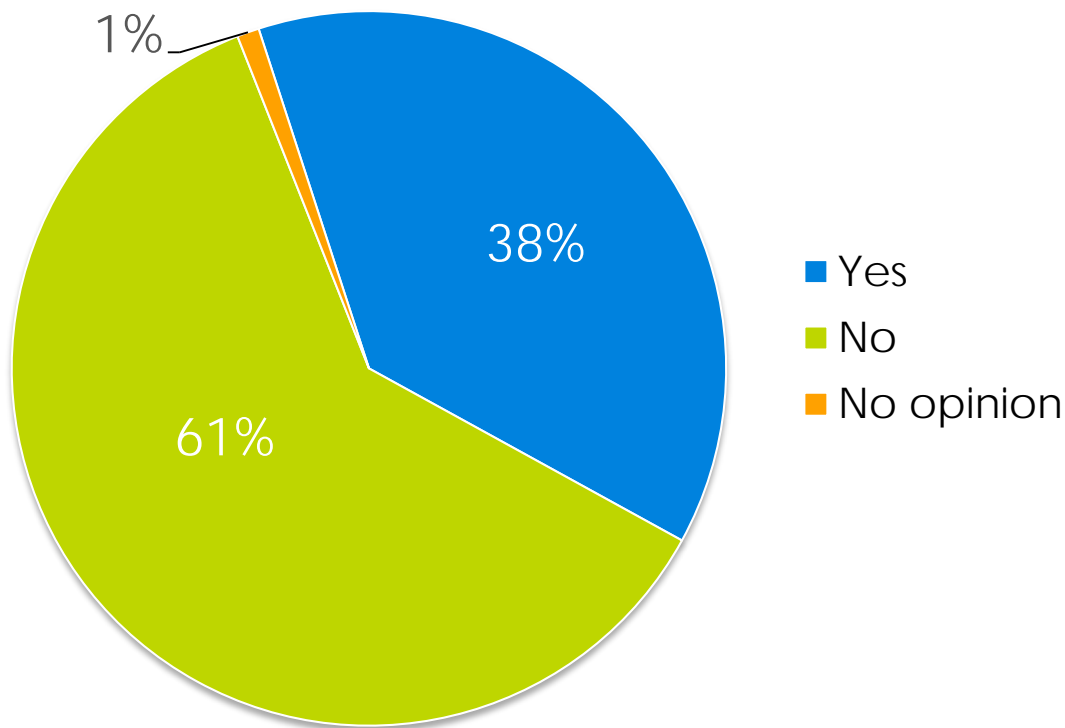
Among Low-Income Californians Who Don't Have One



3. connect and communicate with patients

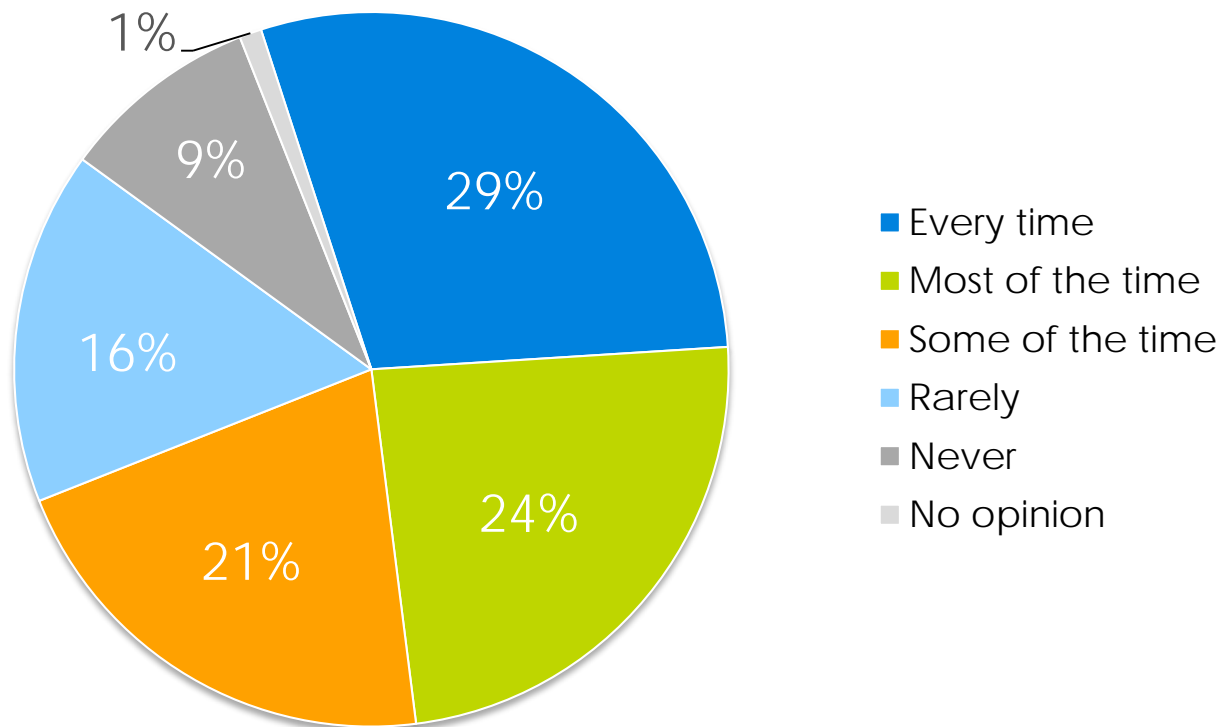
percent who feel connected to a facility

Among Low-Income Californians

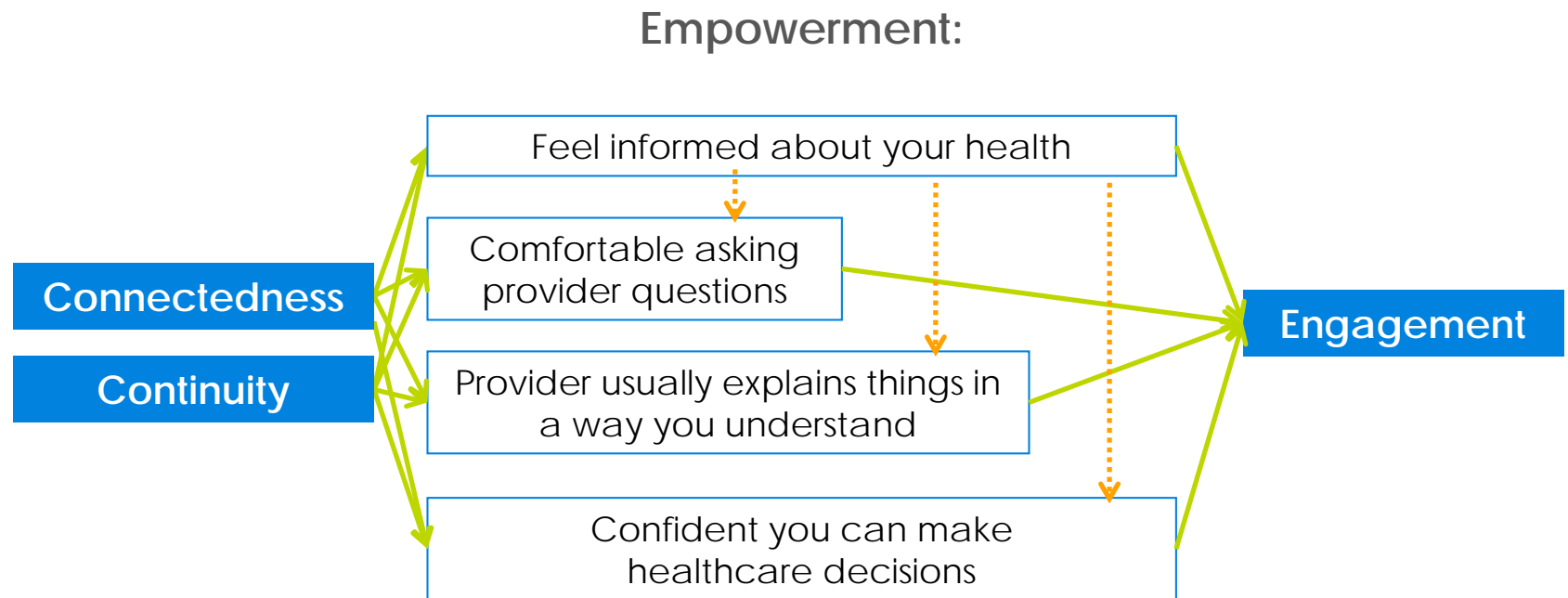


continuity of care

The Frequency Patients See the Same Provider Each Visit

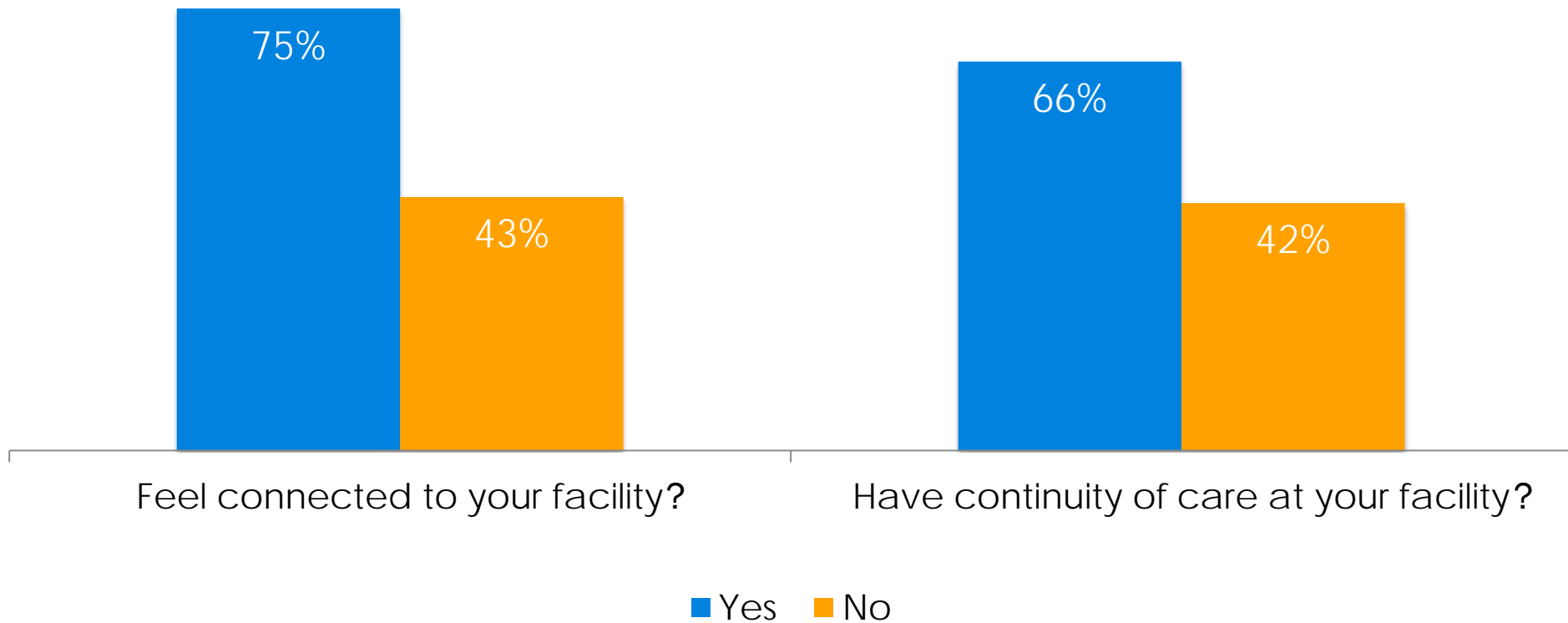


the importance of connectedness and continuity



the link to patient-provider relationships

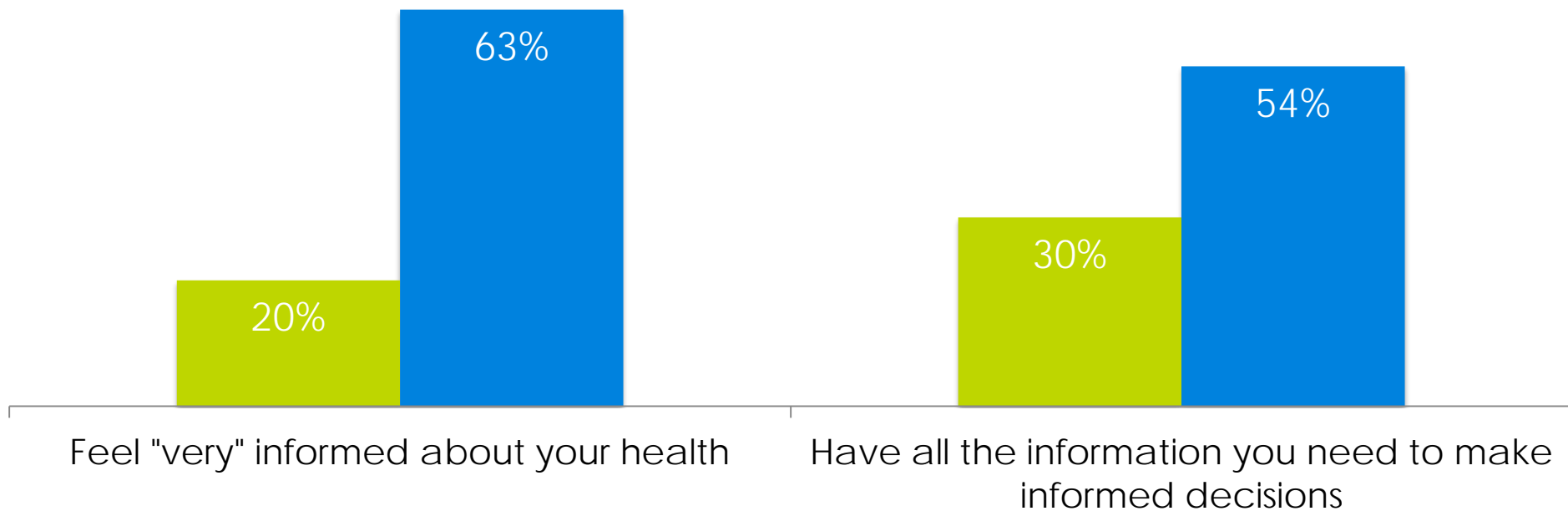
Percent Who Report Having a Strong Patient-Provider Relationship



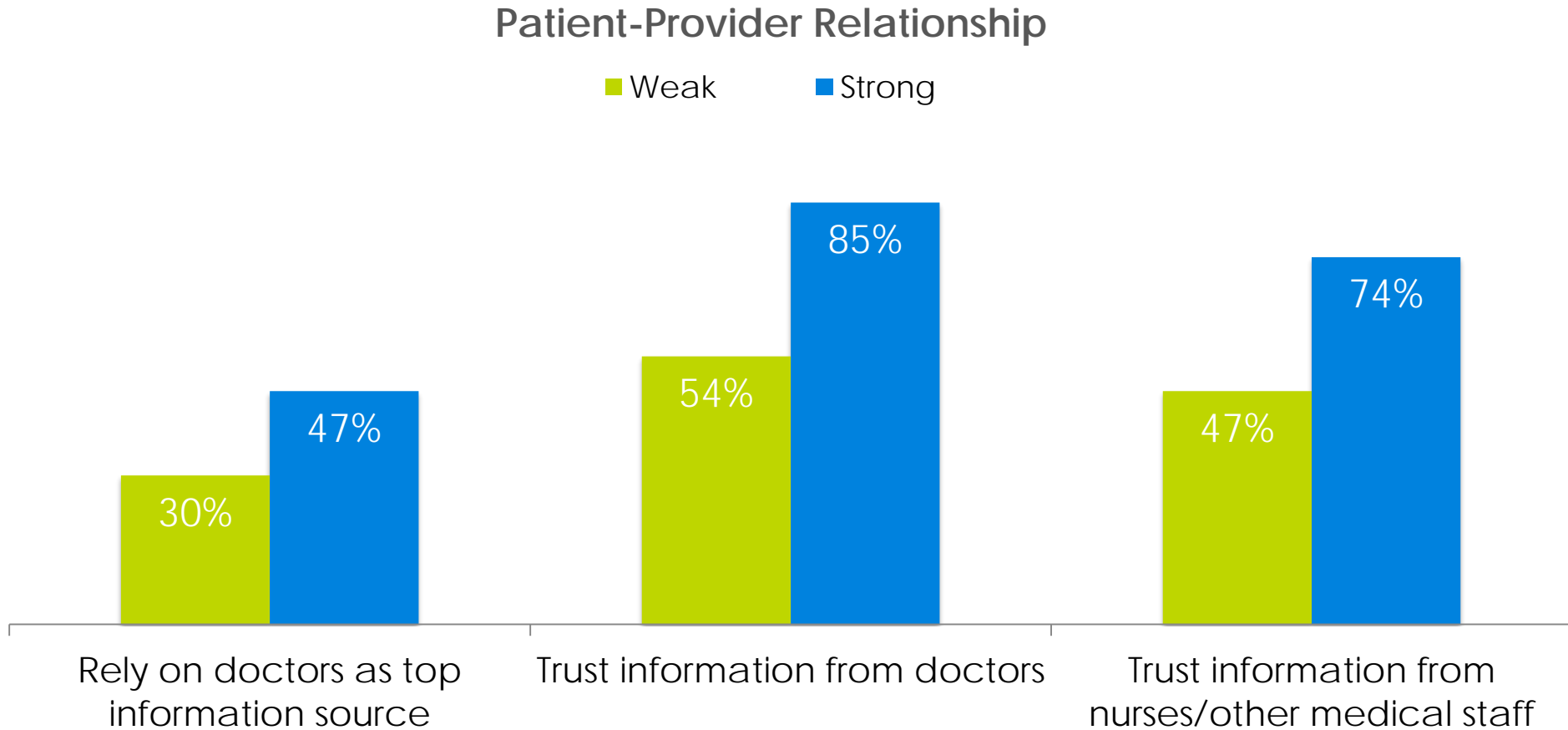
the importance of patient-provider relationships to information

Patient-Provider Relationship

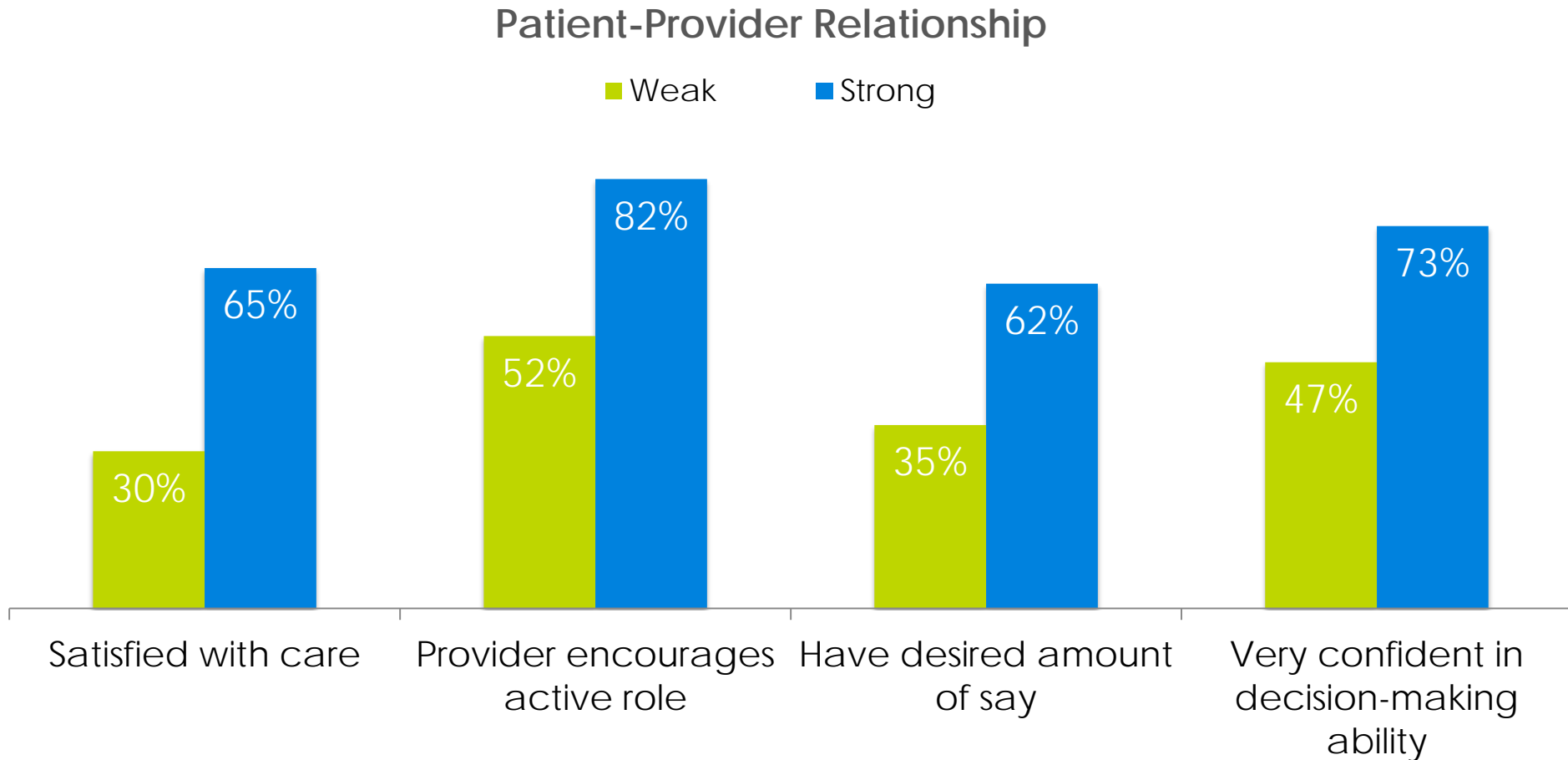
■ Weak ■ Strong



impact of patient-provider relationships on reliance and trust



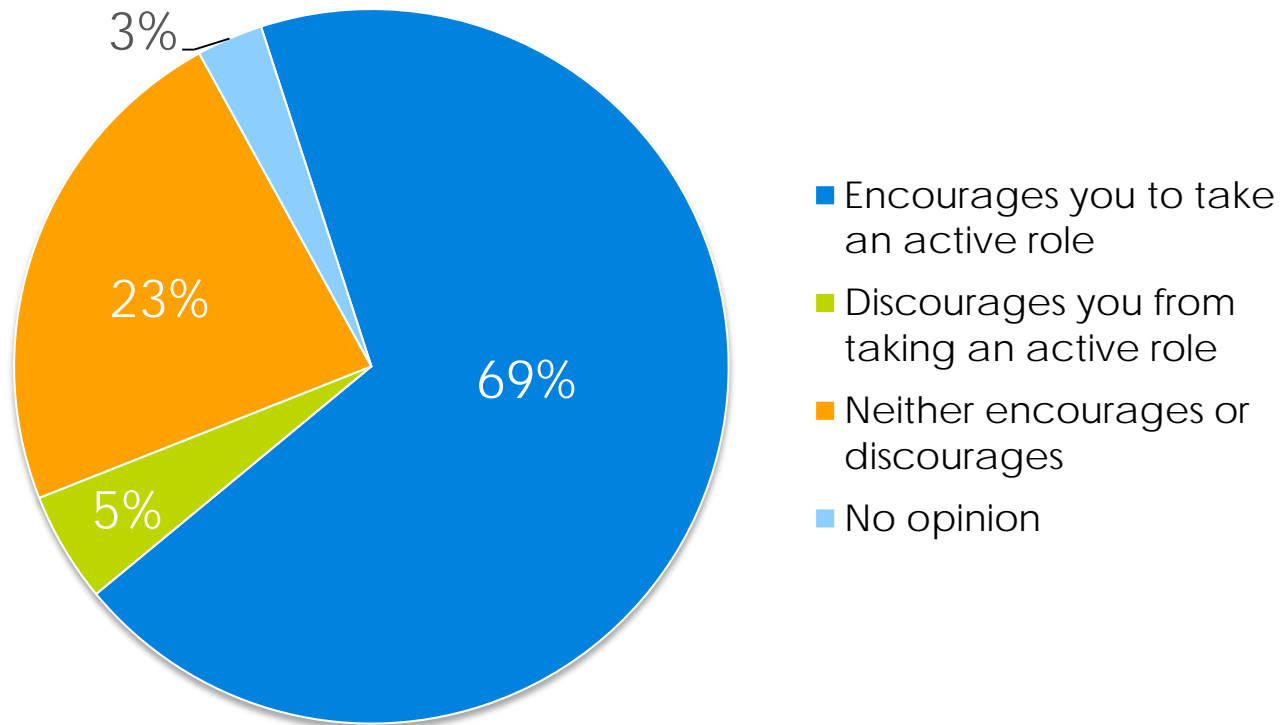
impact of patient-provider relationships on overall healthcare experiences



4. encourage patient involvement in care

providers' role in patient involvement

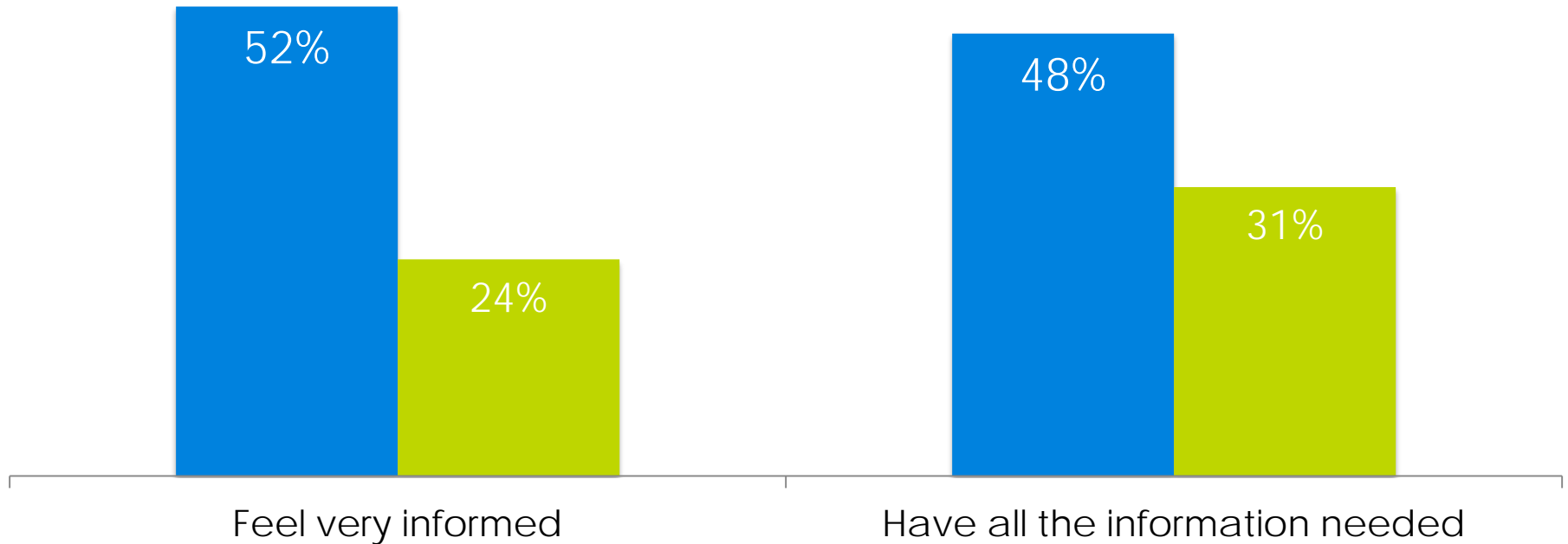
Among Low-Income Californians



the impact of encouragement on information levels

■ Provider encourages active role

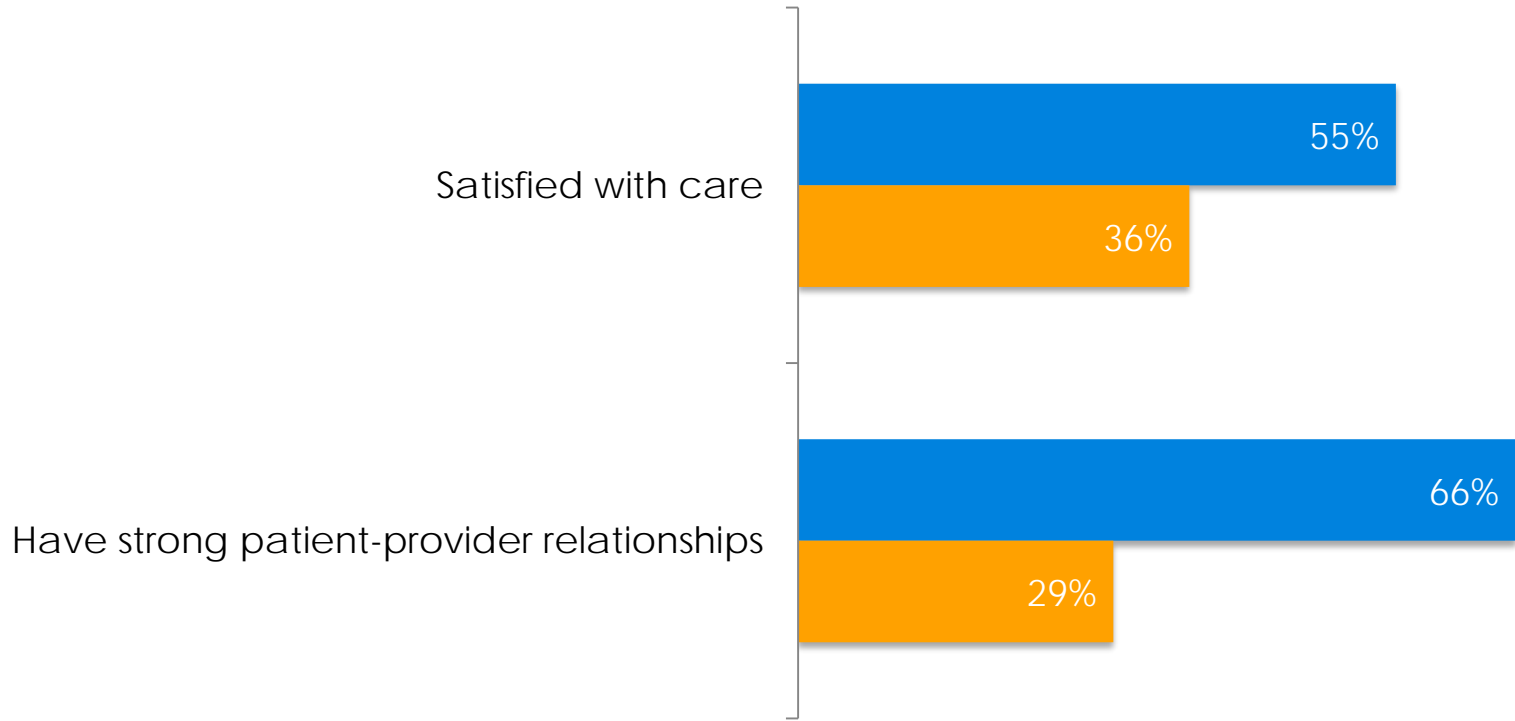
■ Provider doesn't encourage active role



the impact of encouragement on overall quality of care

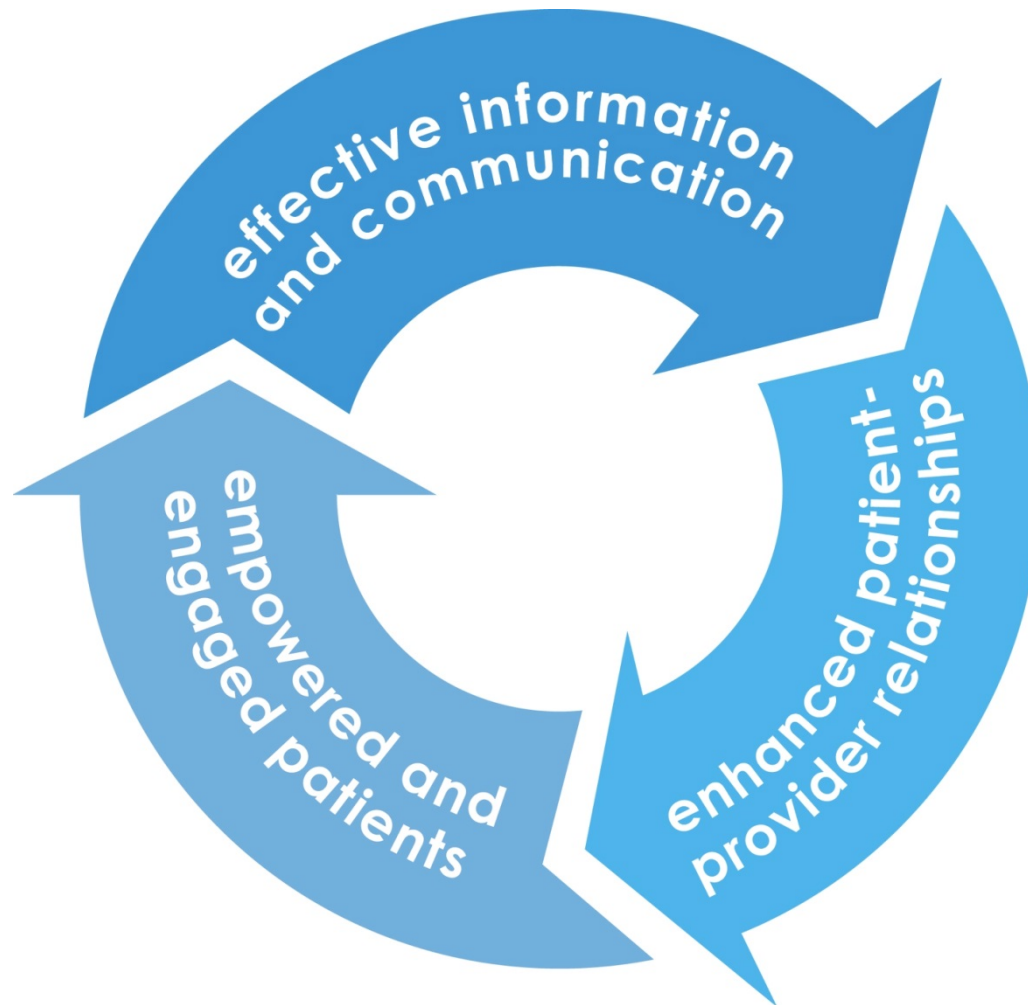
■ Encouraged to take an active role

■ Not encouraged to take an active role

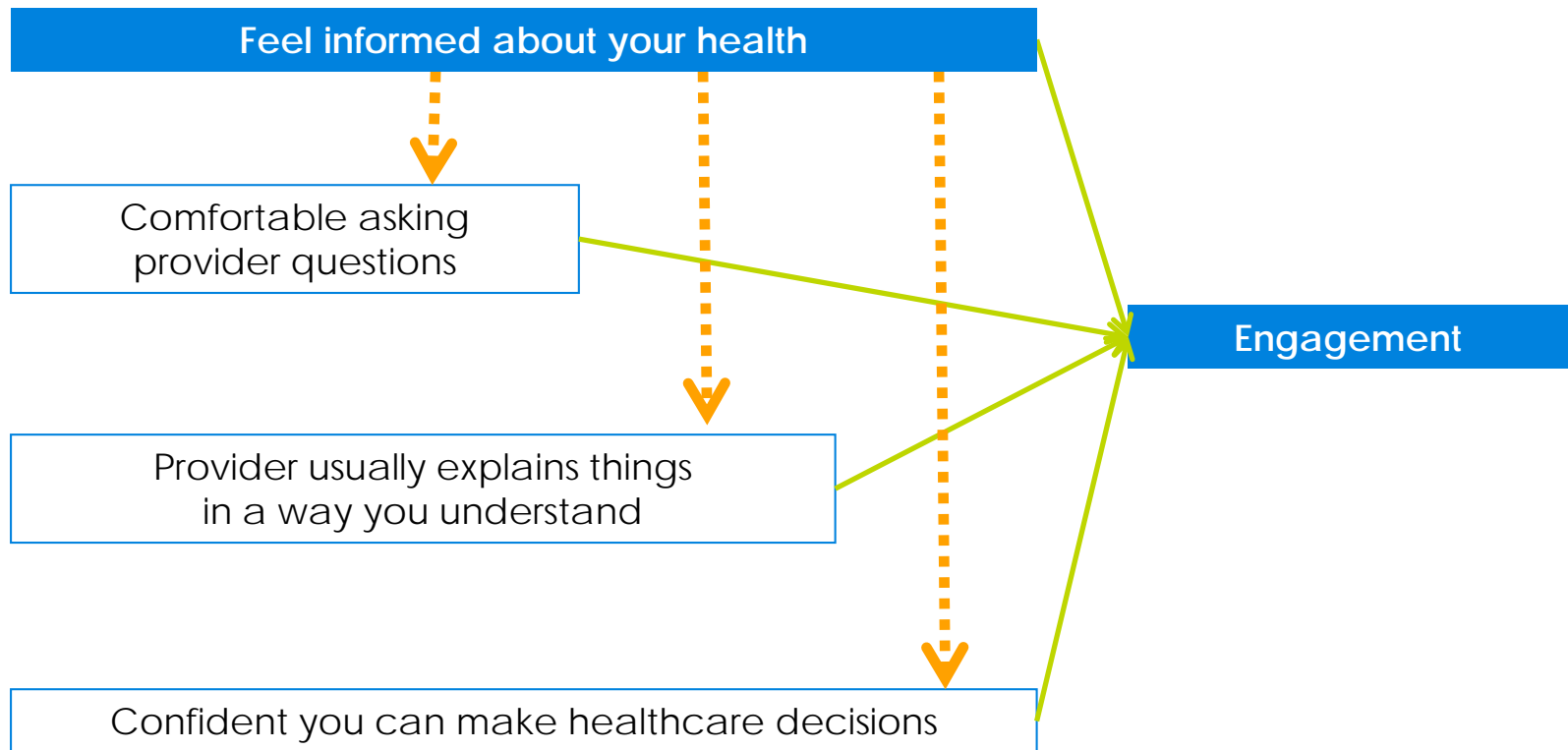


5. deliver clear information

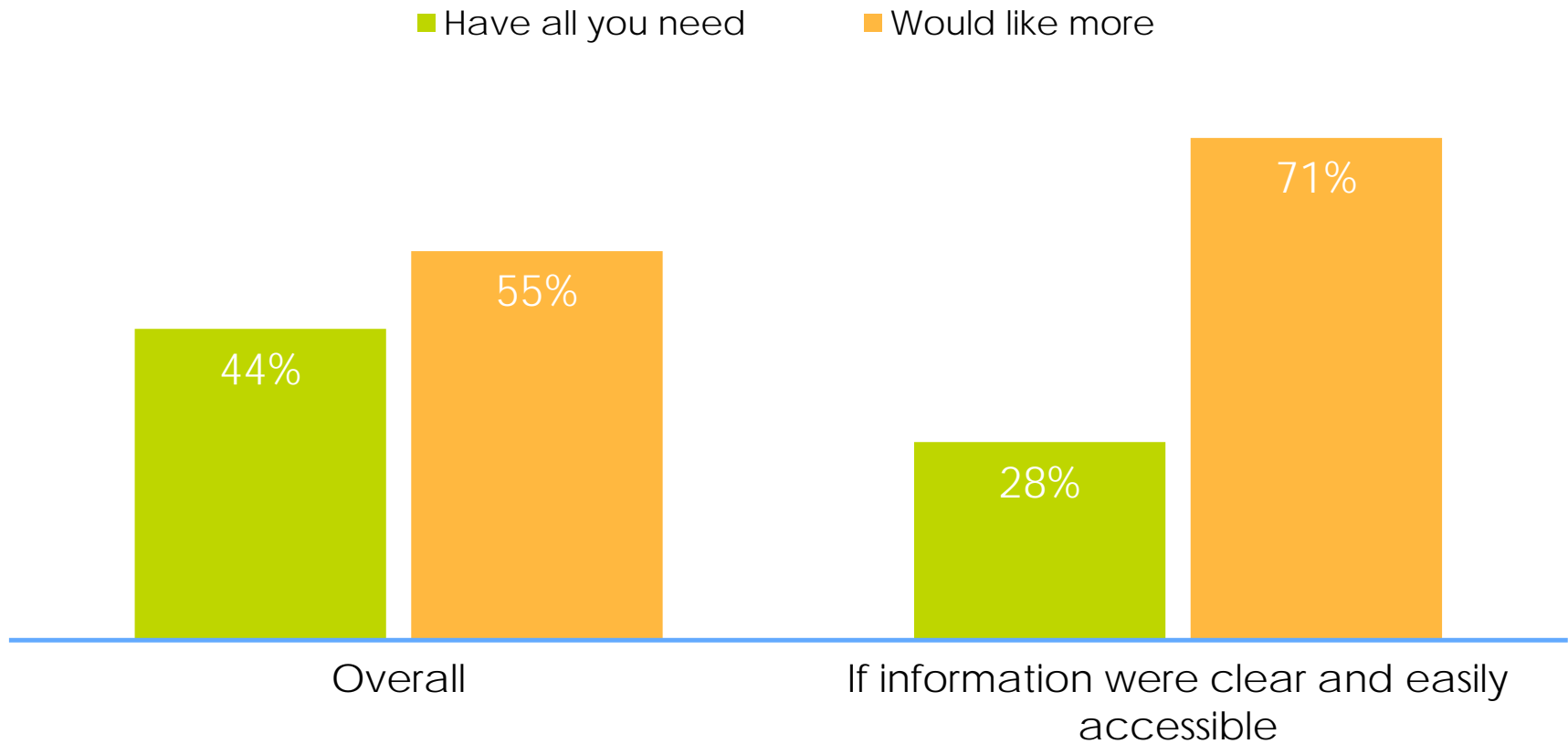
information is essential



the importance of information

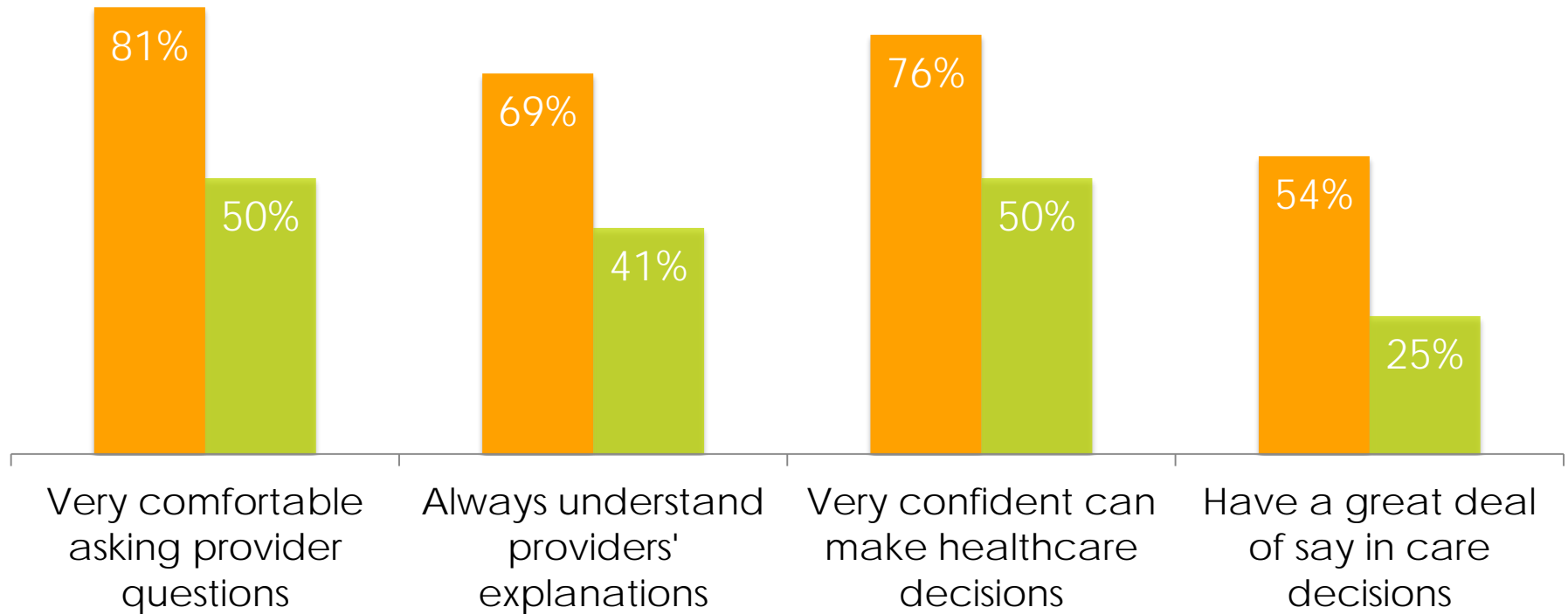


desire for clear, accessible information



the importance of information

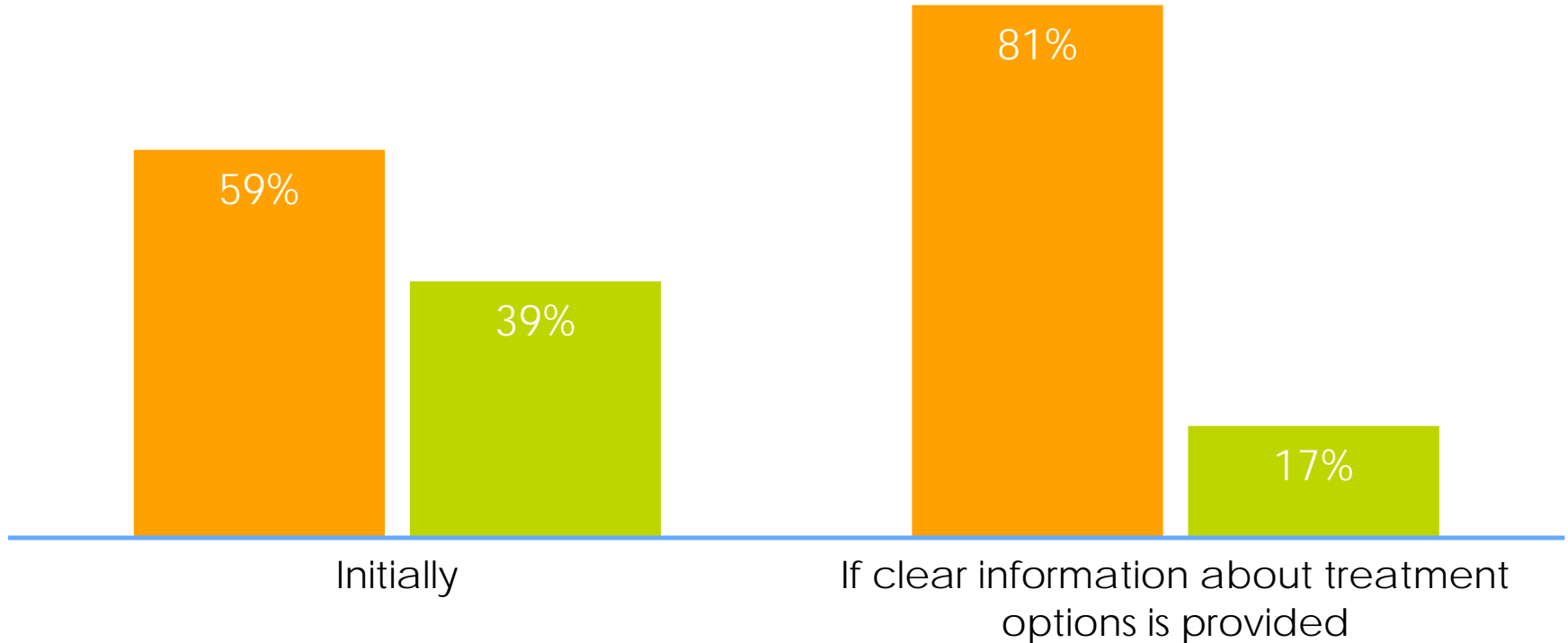
■ Feel very informed ■ Feel less informed



information and decision making

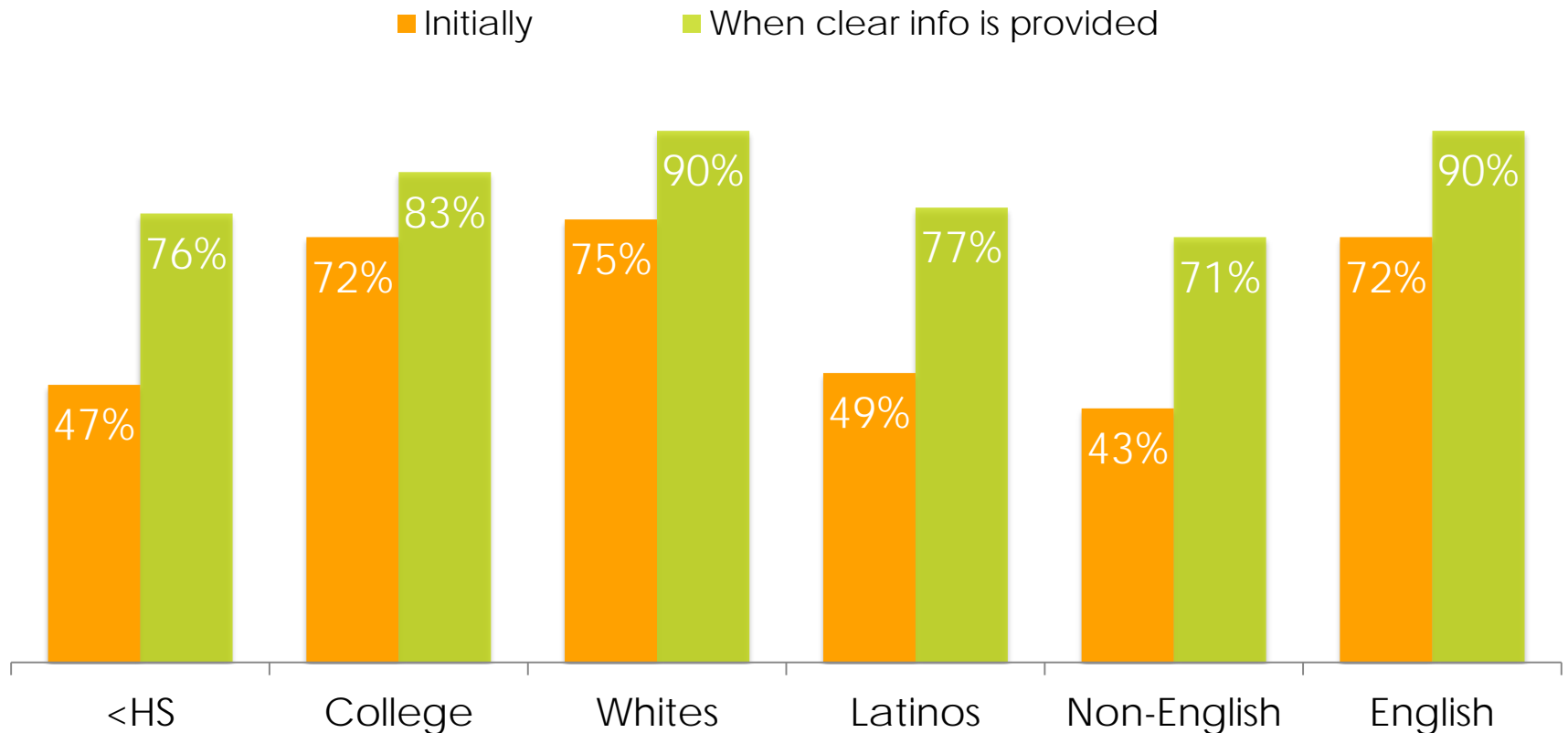
■ Want an equal say in care decisions

■ Prefer to leave decisions to their care provider



preference for an equal say

Information Attenuates Group Differences



6. support patients in major medical decision-making

major medical decision support

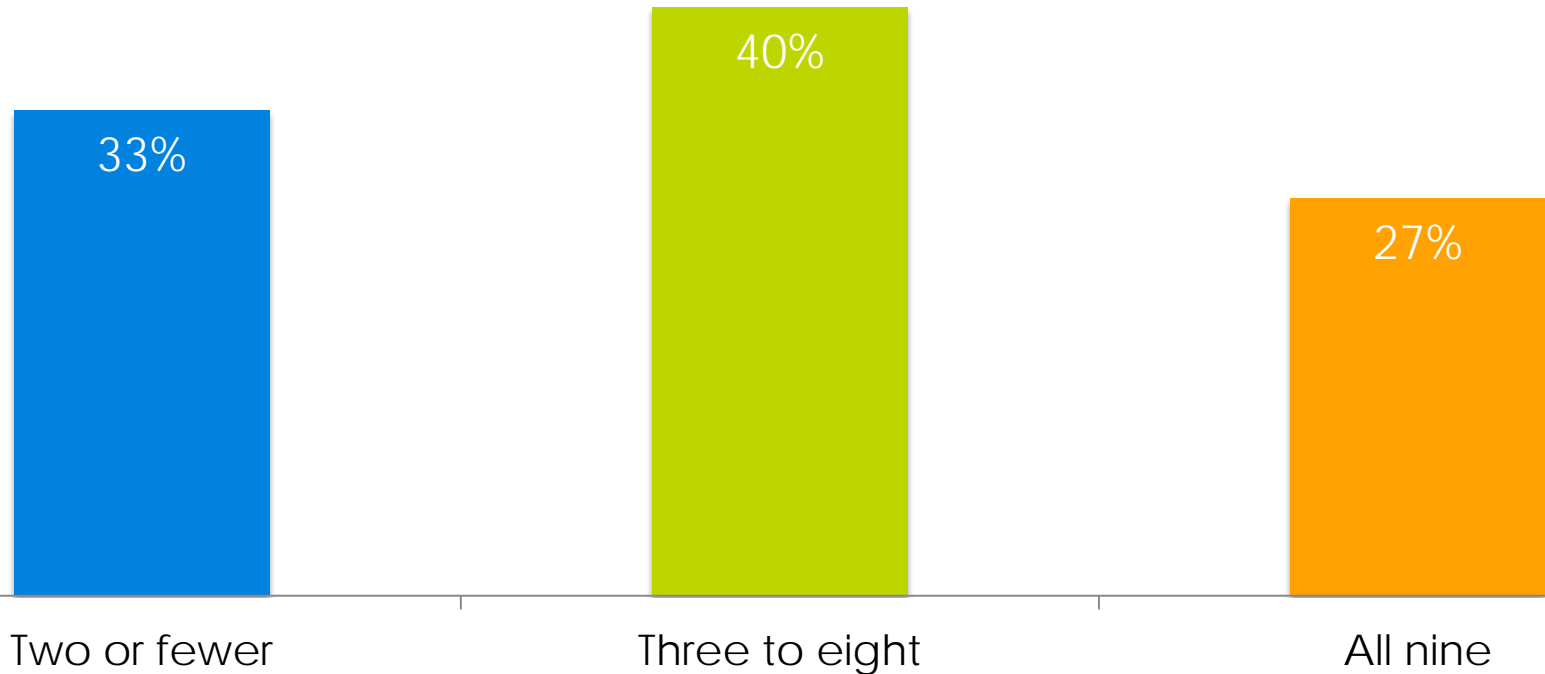
Among Low-Income Californians Who've Faced a Major Medical Decision in the Past 12 Months

Providers...

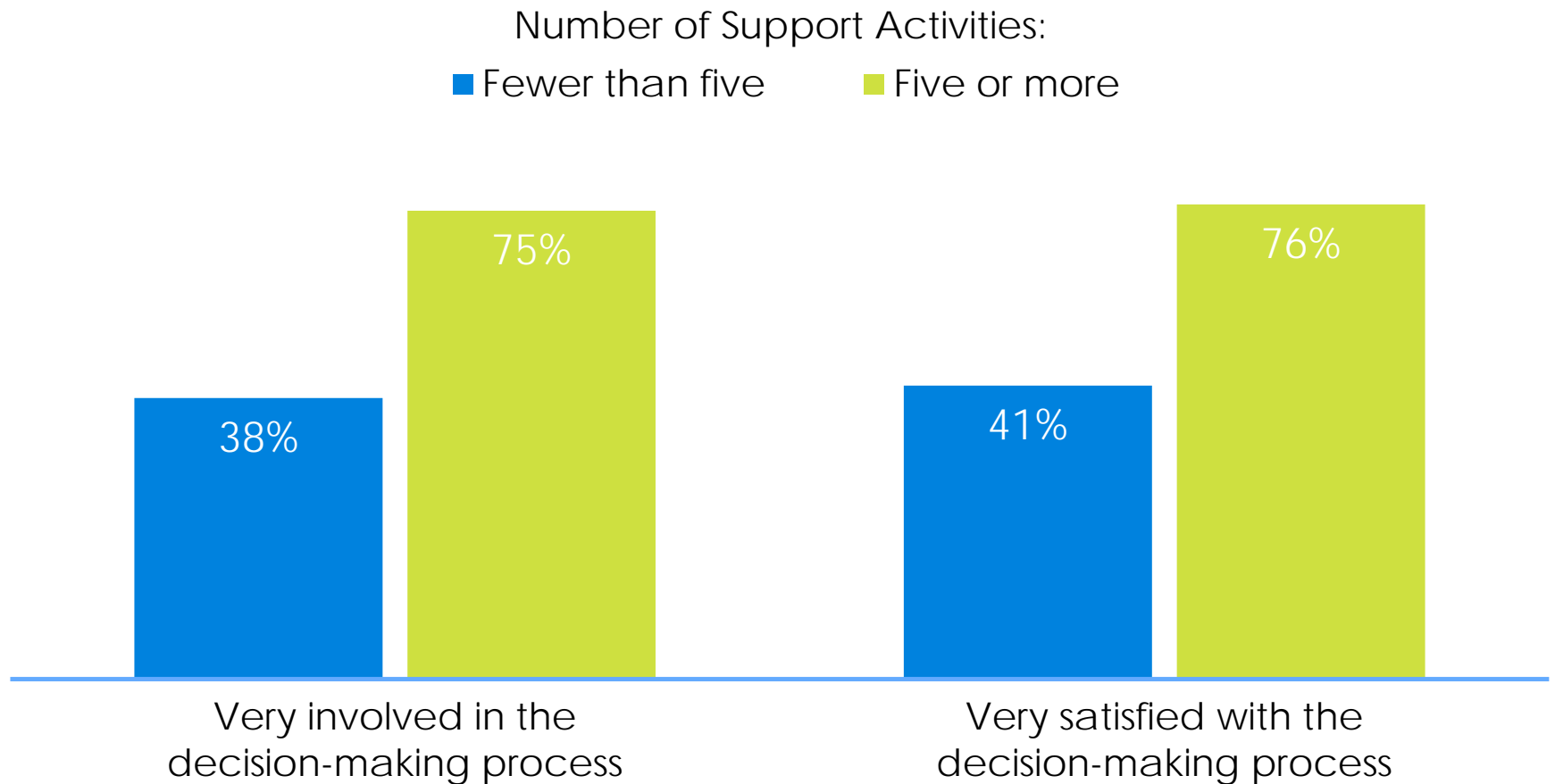


number of support activities

Among Low-Income Californians Who've Faced a Major Medical Decision in the Past 12 Months

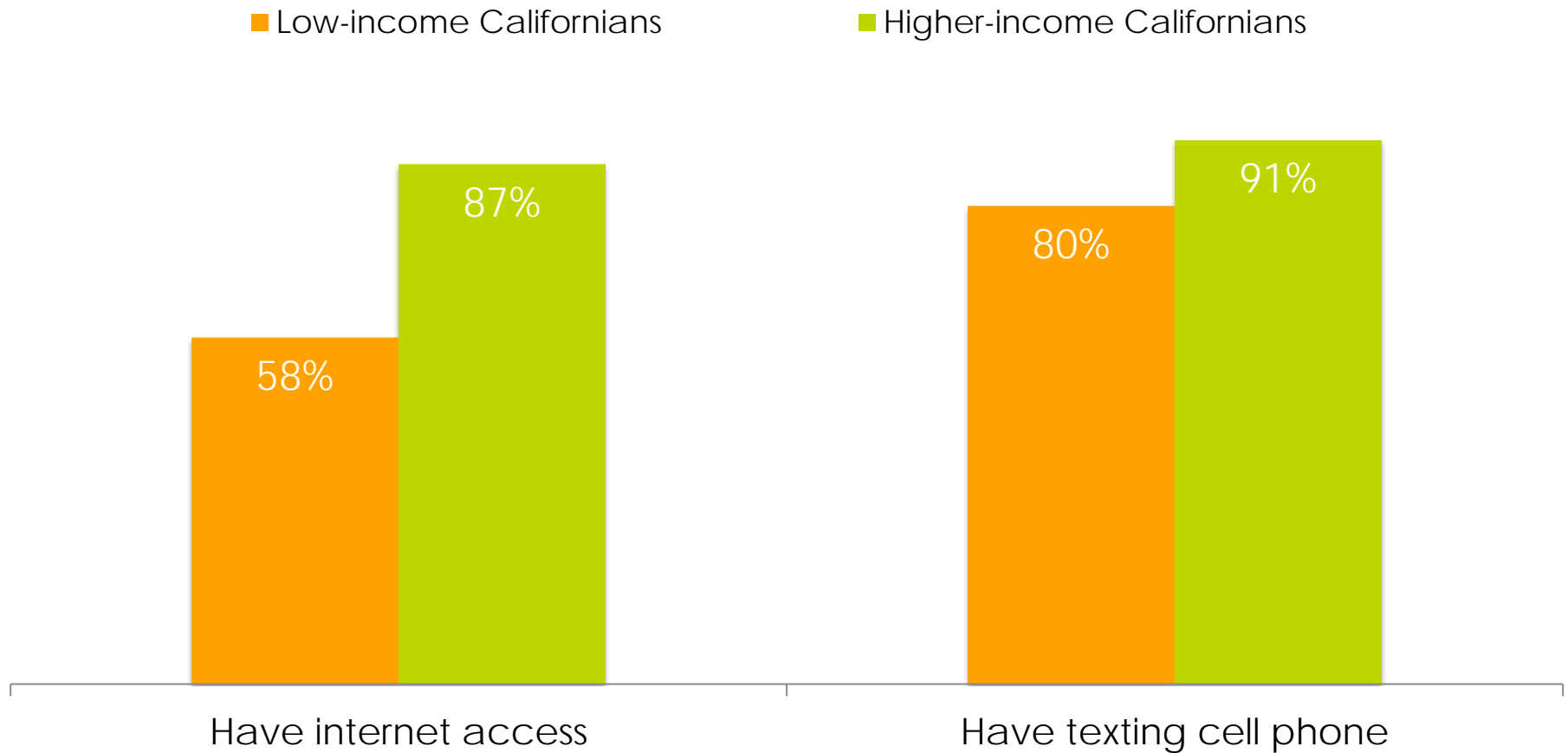


how support activities impact patient involvement in decision-making

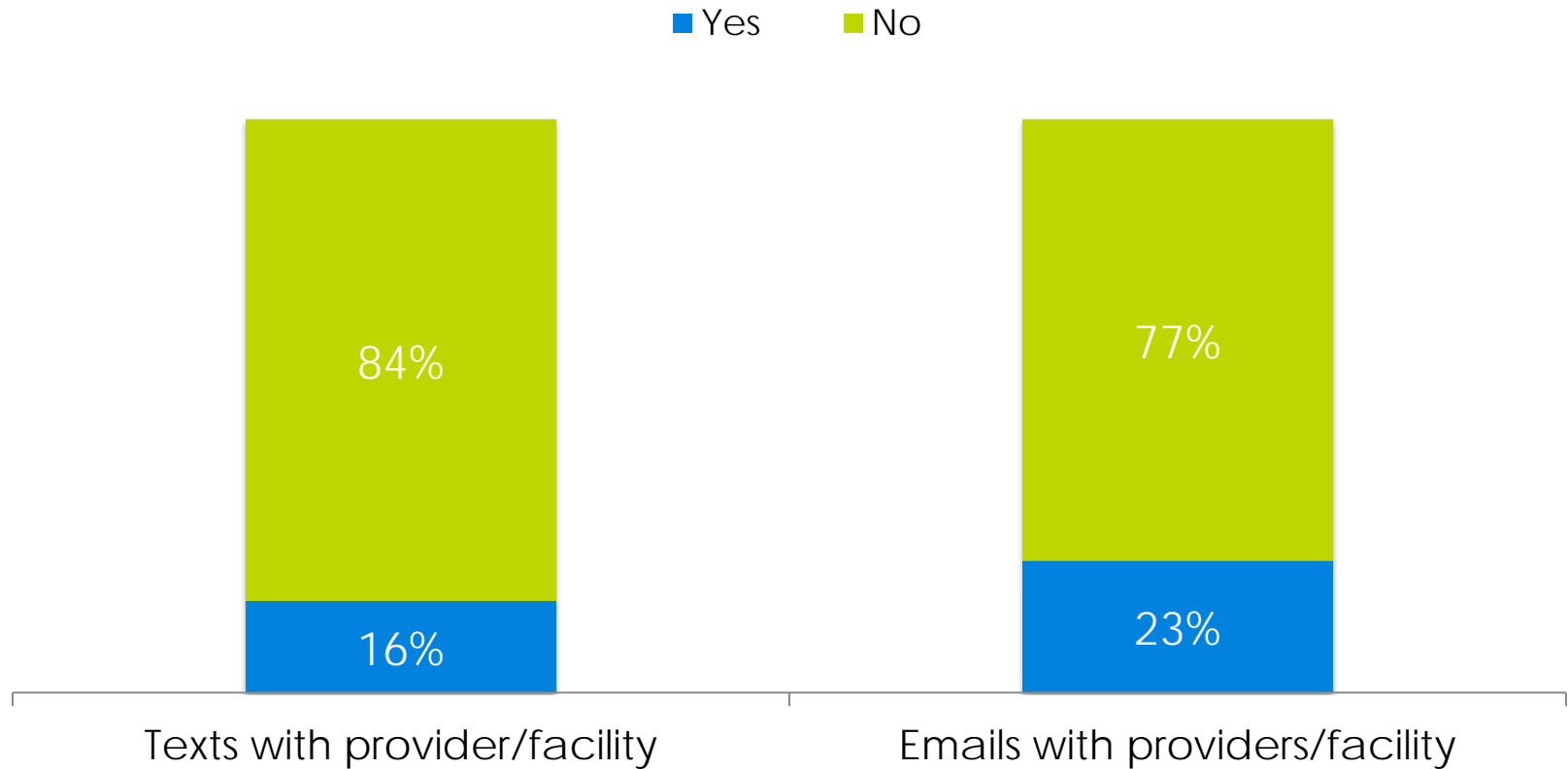


7. offer patients email and text messaging options

the digital divide

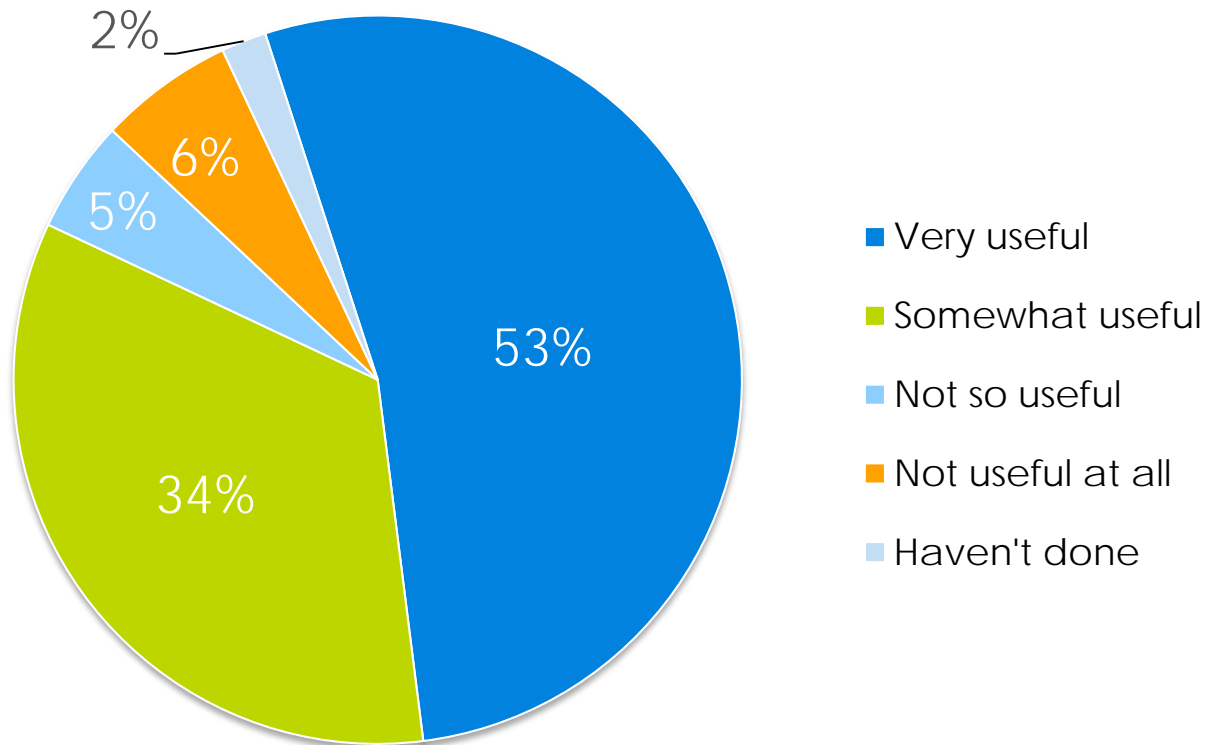


current tech-based communication with providers



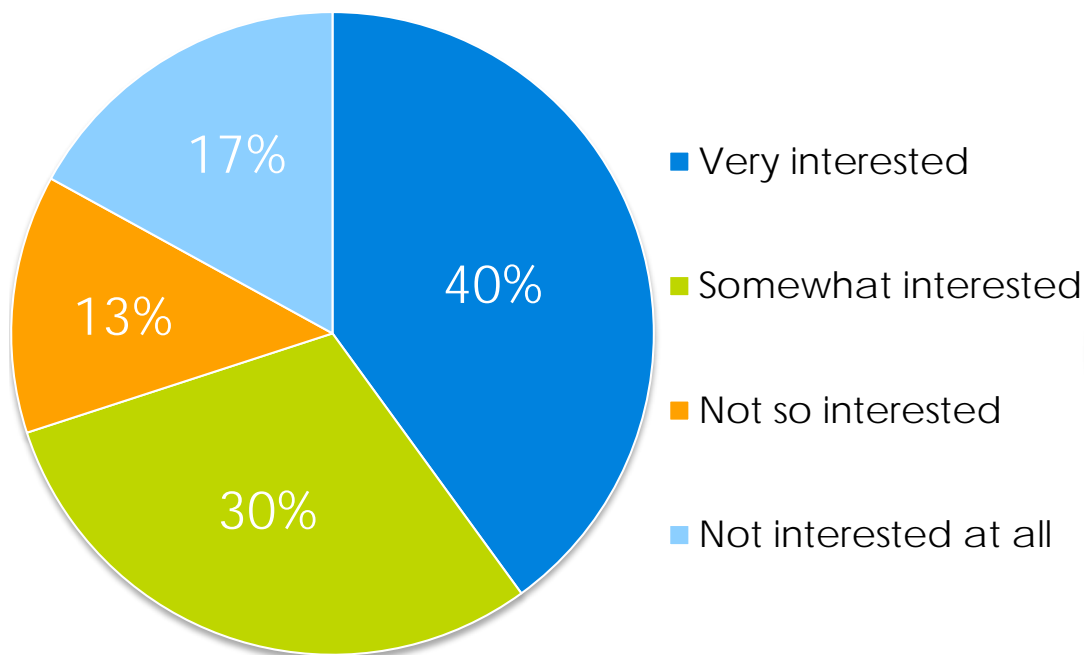
usefulness of texting/emailing with facility

Among Low-Income Californians

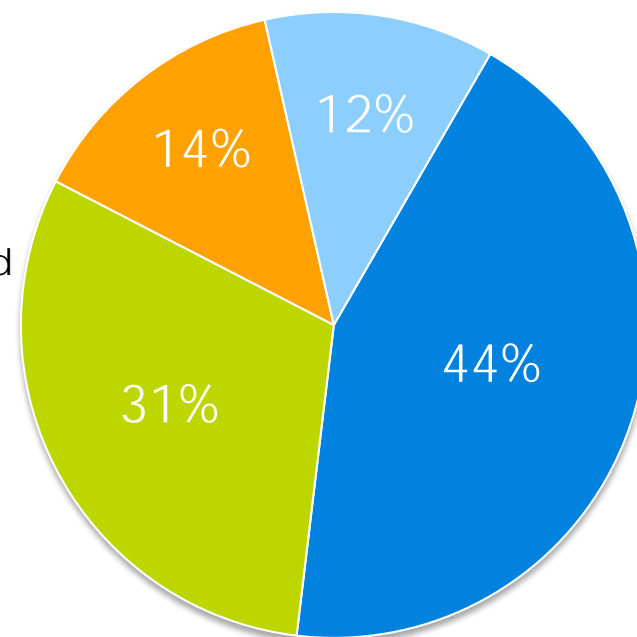


asking health questions via text/email

Among Those Who Have the Necessary Technology, But Currently Can't



Texting with providers

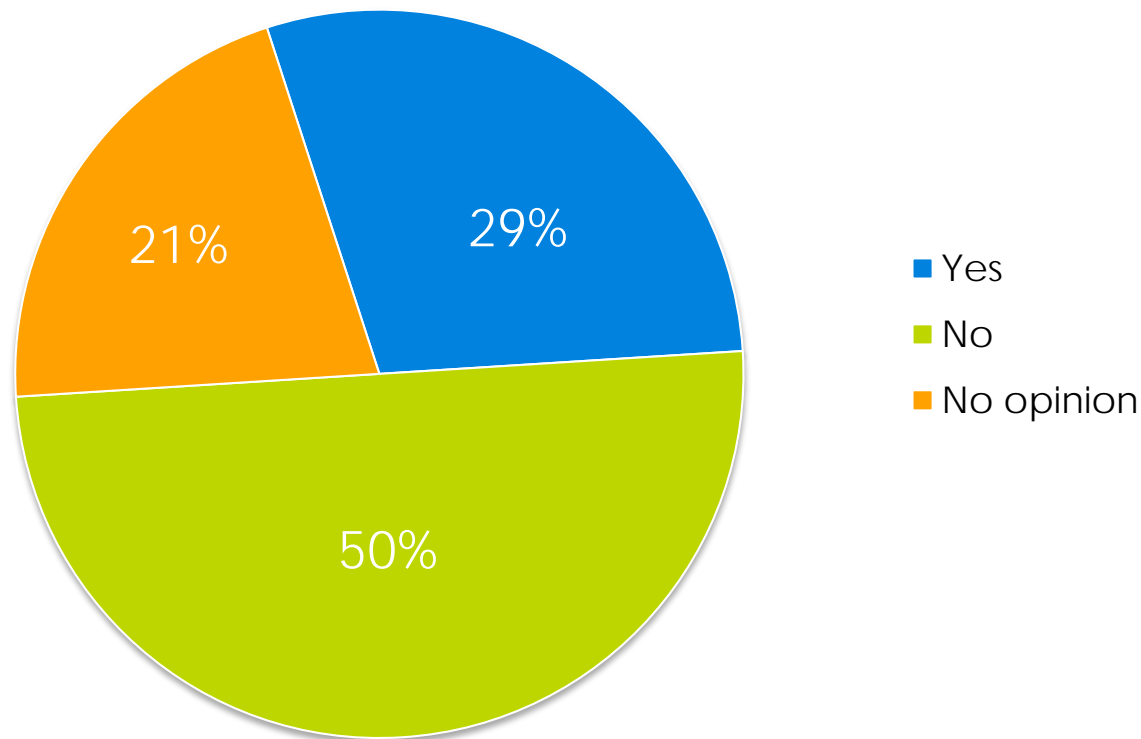


Emailing with providers

8. develop new ways to engage patients

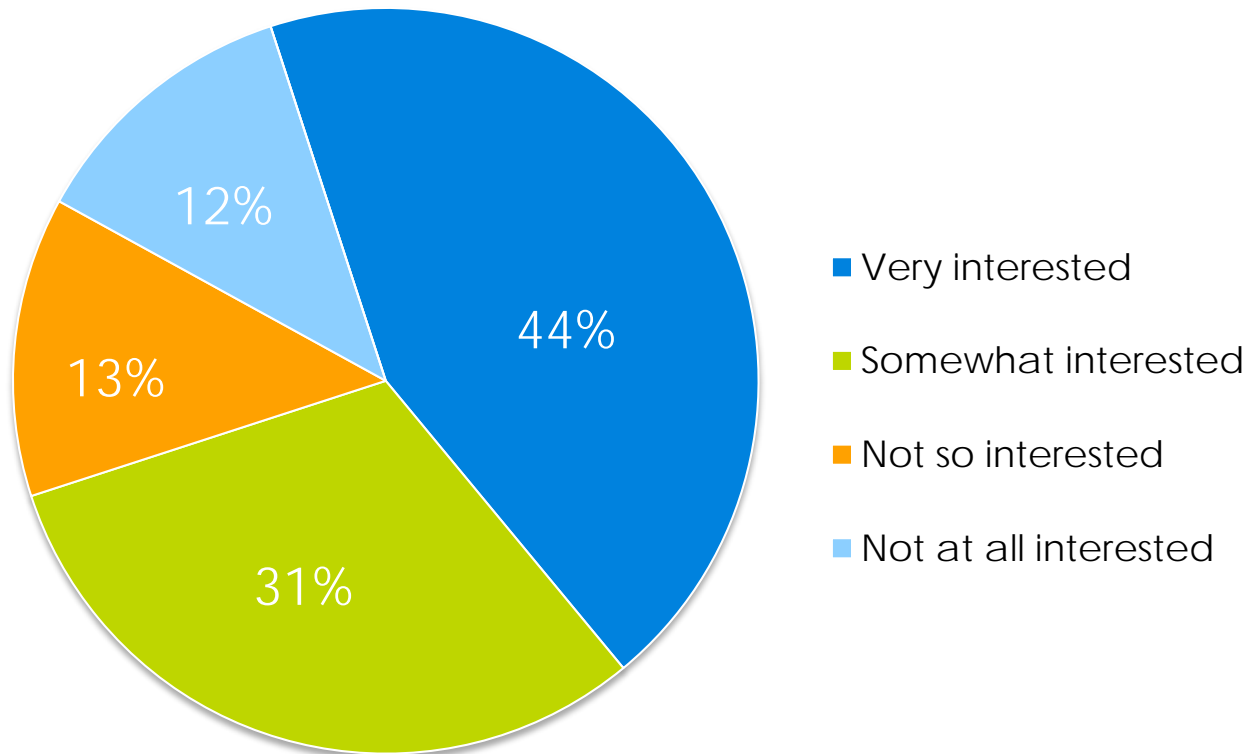
does your facility have a patient portal?

Among Low-Income Californians



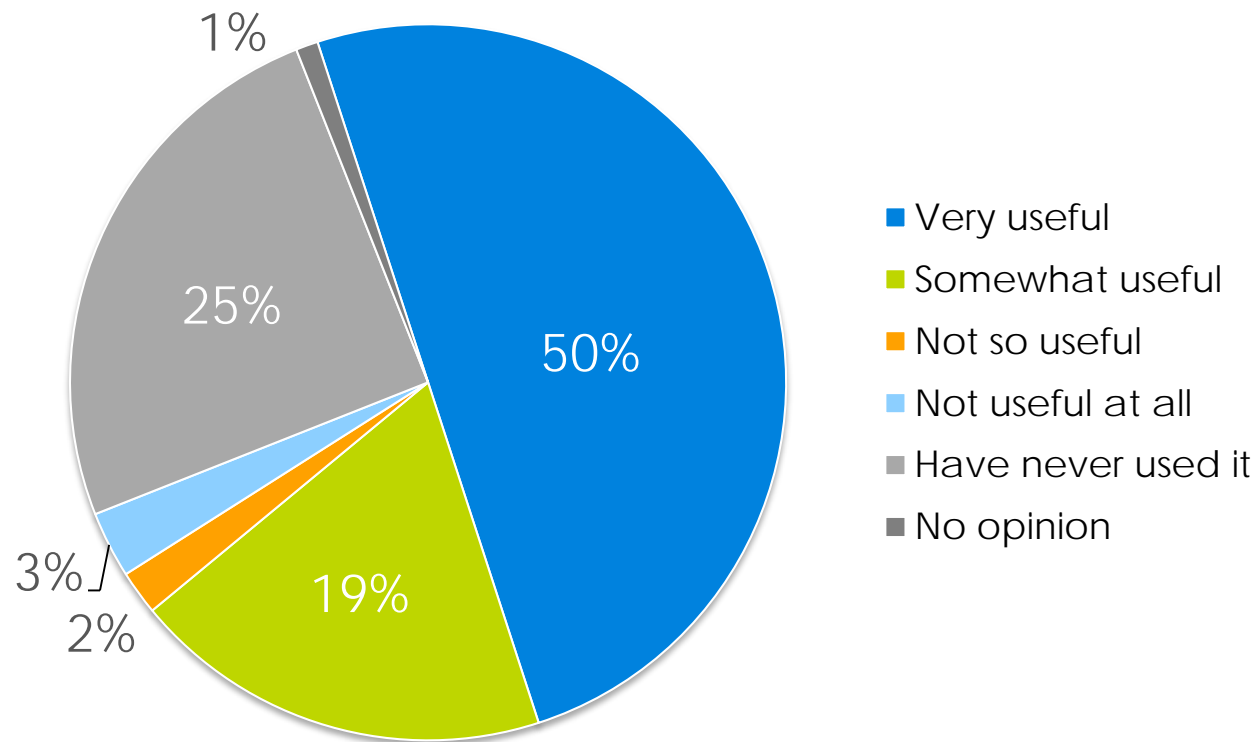
percent interested in a patient portal

Among Internet Users Without One



usefulness of patient portal

Among Low-Income Californians Who Have One



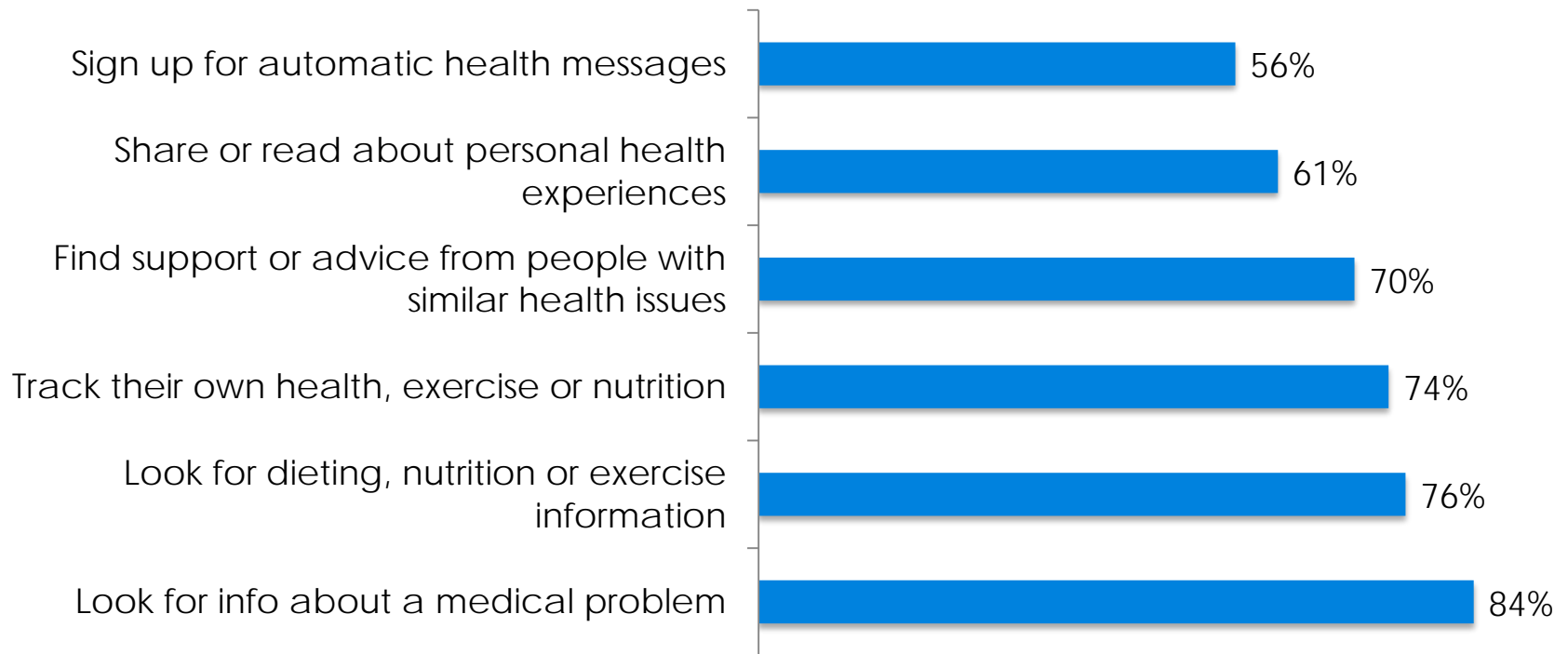
current (lack of) use of internet/apps for health reasons

Percent of Internet Users Who Have Used the Internet or an App to:



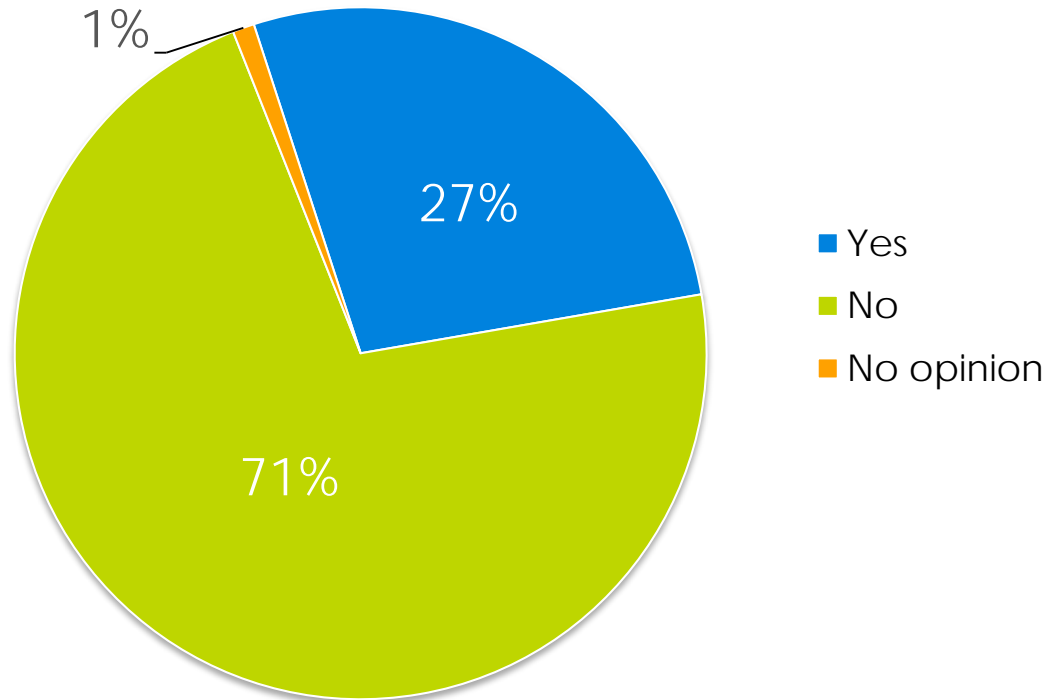
interest in using internet/apps for health reasons

Percent of Internet Users Who Are Interested in Using the Internet/Apps to:



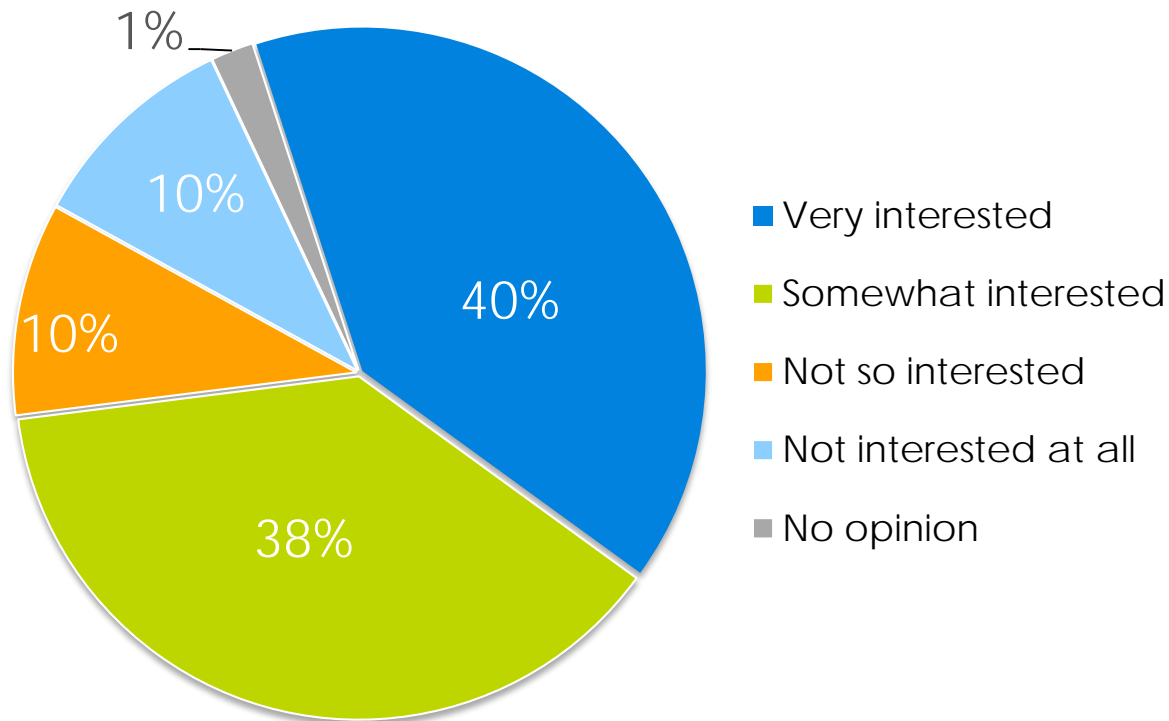
how you ever used a decision aid?

Among Low-Income Californians



interest in using a decision aid

Among Low-Income Californians



9. create an inclusive and welcoming environment

10. get team buy-in on the effort

research released today

Report #3:

Engaging California Patients in Major Medical Decisions

Issue Briefs

- a) *Improving the Safety-Net Patient Experience: 10 Things Health Centers Can Do*
- b) *Strengthening Engagement with Low-Income Latino Patients*
Finds that Latinos have lower satisfaction with their health care, weaker patient-provider relationships and less trust in medical professionals – but that these mainly are functions of language and education levels, and as such can be addressed effectively.

for more: research resources

survey research: 2013

Report #1:

Building Better Health Care for Low-Income Californians

- Examines the central role of patient-provider relationships in patient empowerment and efficacy, evaluating new approaches – including emerging caregiving models, the use of communication technology and improved interpersonal communication – in achieving these goals.

Report #2:

Health Care in California: Leveling the Playing Field

- Shows that the gap in healthcare satisfaction between low- and higher-income Californians is explained chiefly by the nature of patients' relationship with their caregivers, not by their income levels. Efforts to enhance patients' connection and continuity with their care facilities and improve patient-provider relationships can attenuate or even eliminate the income gap in care experiences.

survey research: 2013

Report #3:

Engaging California Patients in Major Medical Decisions

- Finds that caregivers on average initiated just 4.9 out of nine recommended decision-support activities for patients facing a major medical decision. As decision support activities rise, patients' sense of involvement and satisfaction with the decision-making process increase sharply

Issue Briefs

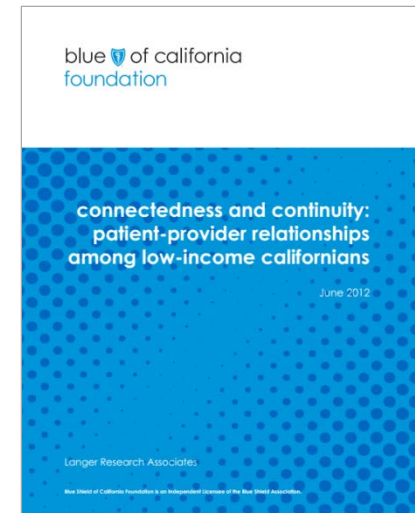
- a) Strengthening engagement with low-income Latino patients
Finds that Latinos have lower satisfaction with their health care, weaker patient-provider relationships and less trust in medical professionals – but that these mainly are functions of language and education levels, and as such can be addressed effectively.
- b) Improving the healthcare experience for safety net patients: 10 things health centers can do. Summarized in this presentation.

survey research: 2012

Report #1:

Connectedness and Continuity: Patient-Provider Relationships Among Low-Income Californians

- Examines low-income Californians' preferences in healthcare relationships and experiences with alternative models of care.
- Reveals the importance of personal, ongoing healthcare relationships and demonstrates the extent to which new approaches, including team-based care and the increased use of technology, can achieve this connectedness, producing more satisfied and self-reliant patients beyond the confines of the traditional doctor-patient model.

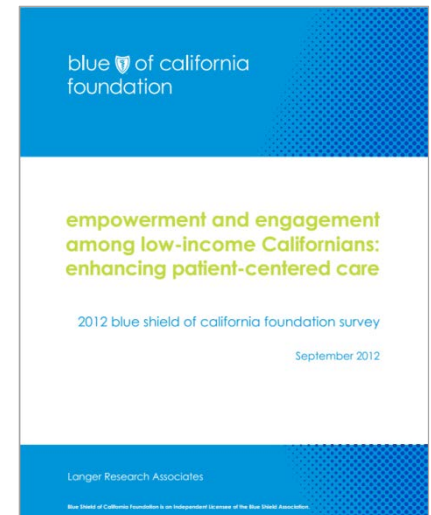


survey research: 2012

Report #2:

Empowerment and Engagement Among Low-income Californians: Enhancing Patient-Centered Care

- Explores the central role of information and communication in achieving the goals of patient-centered care, presenting a unique, data-driven model of patient engagement, with implications for policy and practice.
- Reveals how information, confidence, comfort asking questions and comprehension are informed by the level of connectedness and continuity patients have with their care facility, and in turn predict patients engagement in healthcare decisions

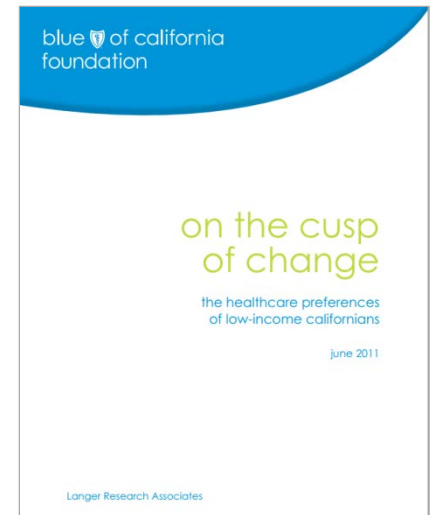


survey research: 2011

Report:

On the Cusp of Change: the Healthcare Preferences of Low-Income Californians

- Provides insight into how low-income Californians might take advantage of the ACA coverage.
- Illustrates current levels of dissatisfaction with care and desire for change. Shows the importance of courtesy, cleanliness, patient involvement, time spent with providers and high regard for one's provider in predicting patient satisfaction.



Issue Briefs:

Focus separately on results among CHC patients, private doctors' office patients, public clinic patients and across regions.

Thank you!

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Discussion



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Val Sheehan
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Q & A