New Era Of Patient Engagement

Wednesday, February 6, 2013
W Hotel, Washington DC

Draft Agenda

8:00 a.m. Welcome and Opening Remarks
Susan Dentzer, Editor-in-Chief, Health Affairs

8:05 a.m. Greetings
David Colby, Vice President of Public Policy, Robert Wood Johnson Foundation
George Bo-Linn, Chief Program Officer, Gordon and Betty Moore Foundation

8:30 a.m. Keynote
Howard Koh, Assistant Secretary for Health, US Department of Health and Human Services

9:00 a.m. Panel One: An Overview of the Evidence and Potential for Patient Engagement
Judith Hibbard, Professor of Health Policy, Department of Planning, Public Policy and Management, University of Oregon, on What The Evidence Shows About Patient Activation: Better Health Outcomes And Care Experiences; Less Data on Costs
Kristin L. Carman, Co-Director, Health Policy & Research, American Institutes for Research, on Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies
Joe Selby, Executive Director, Patient-Centered Outcomes Research Institute, on How The Patient-Centered Outcomes Research Institute Is Engaging Patients And Others In Shaping Its Research Agenda
Jonathan Perlin, President, Clinical and Physicians Services Group, and Chief Medical Officer, Hospital Corporation of America, on Ten Strategies To Lower Costs, Improve Quality And Engage Patients: The View From Leading Health System CEOs
Jessie C. Gruman, “Narrative Matters” Author, and President, Center for Advancing Health, on An Accidental Tourist Finds Her Way In The Dangerous Land Of Serious Illness

Q & A

10:00 a.m. Break

10:15 a.m. Panel Two: Clinicians and Patient Engagement
Elizabeth Bernabeo, Clinical Research Associate, American Board of Internal Medicine, on Patients, Providers, And Systems Need To Acquire A Specific Set Of Competencies To Achieve Truly Patient-Centered Care
Dominick Frosch, Fellow, Patient Care Program, Gordon and Betty Moore Foundation, on An Effort To Spread Decision Aids In Five California Primary Care Practices Yielded Low Distribution, Highlighting Hurdles
Marion Danis, Head, Section on Ethics and Health Policy, Department of Bioethics, NIH Clinical Center, on Providers, Payers, The Community And Patients Are All Obligated To Get Patient Activation And Engagement Ethically Right
Ming Tai-Seale, Senior Investigator, Palo Alto Medical Foundation Research Institute, *Patients With Mental Health Needs Are Engaged In Asking Questions, But Physicians’ Responses Vary*

11:15 a.m.

**Panel Three: Shared Decision Making**

David Veroff, Senior Vice President, Innovation, Health Dialog, on *Enhanced Support For Shared Decision Making Reduced Costs Of Care For Patients With Preference Sensitive Conditions*

Mark William Friedberg, Natural Scientist, RAND, on *A Demonstration of Shared Decision Making In Primary Care Highlights Barriers To Adoption And Potential Remedies*

Benjamin Moulton, Senior Legal Advisor, Informed Medical Decisions Foundation, on *Group Health’s Participation In A Shared Decision-Making Demonstration Yielded Lessons, Such As Role Of Culture Change*

Jennifer Blumenthal-Barby, Assistant Professor of Medicine and Medical Ethics, Center for Medical Ethics and Health Policy, Baylor College of Medicine, on *Decision Aids: When ‘Nudging’ Patients To Make A Particular Choice Is More Ethical Than Balanced, Non-Directive Content*

France Légaré, Chair, Canada Research Chair in Implementation of Shared Decision Making in Primary Care, on *Shared Decision Making: Examining Key Elements And Barriers To Adoption Into Routine Clinical Practice*

Q & A

Noon

**Panel Four: Patient Engagement, Costs and Insurance**

Jill Yegian, Managing Director, Health Program, American Institutes for Research, on *Engaged Patients Will Need Comparative Physician-Level Quality Data And Information About Their Out-of-Pocket Costs*

Jessica Greene, Professor and Director of Research, George Washington University School of Nursing, on *Patients With Lower Activation Associated With Higher Costs; Delivery Systems Should Know Their Patient ‘Scores’*

Marion Danis, Head, Section on Ethics and Health Policy, Department of Bioethics, NIH Clinical Center, on *Focus Groups Highlight That Many Patients Object To Clinicians Focusing On Costs*

Rachel Grob, Scholar-in-Residence/Director of National Initiatives Center for Patient Partnerships, University of Wisconsin-Madison, on *The Affordable Care Act’s Plan For Consumer Assistance With Insurance Moves States Forward But Remains A Work In Progress*

Q & A

12:45 p.m.

Break for Box Lunches

1:00 p.m.

**Panel Five: Models of Patient Engagement**

Linda Harris, Senior Health Communication and eHealth Advisor, Office of Disease Prevention and Health Promotion, US Department of Health and Human Services, on *A Proposed ‘Health Literate Care Model’ Would Constitute A Systems Approach To Improving Patients’ Engagement In Care*

Sarah Scholle, Vice President of Research & Analysis, National Committee for Quality Assurance, on *Survey Shows That Fewer Than A Third Of Patient-Centered Medical Home Practices Engage Patients In Quality Improvement*

Lygeia Ricciardi, Director, Office of Consumer eHealth, Office of the National Coordinator for Health IT, US Department of Health and Human Services, on *A National Action Plan To Support Consumer Engagement Via E-Health*

Robert Nease, Chief Scientist, Express Scripts, on *Choice Architecture Is A Better Strategy Than Engaging Patients To Spur Behavior Change*
Kevin Palattao, Vice President, HealthPartners, on HealthPartners’ Online Clinic For Simple Conditions Delivers Savings Of $88 Per Episode And High Patient Approval

2:00 p.m.  
Panel Six: Patient Engagement and End of Life  
Scott Halpern, Assistant Professor of Medicine and Epidemiology, Pulmonary, Allergy and Critical Care Division, University of Pennsylvania Medical Center, on Default Choices On Advance Directives Influence How Patients Set Goals For End-Of-Life Care  
Maureen Bisognano, President and CEO, Institute for Healthcare Improvement, on Engaging Patients And Their Loved Ones In The Ultimate Conversation

Q & A

2:30 p.m.  
Adjourn