Patient Engagement: Is It a Reality?
Leigh Ann Simmons, Ph.D.
Duke University School of Nursing

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The Headlines

Managed Care

The Next Frontier: Patient Engagement
Seeking the best return on shared-savings programs such as PCMHs and ACOs, health plans are investing cash and other resources to attract and hold patients’ attention.

The Headlines

Forbes

"Patient Engagement is the Blockbuster Drug of the Century"

The Headlines

medpage today's KevinMD.com

Patient engagement is the holy grail of health care
The Headlines

PHYSICIANS PRACTICE
YOUR PRACTICE YOUR WAY

Is It Possible for Patients to Become Too Engaged in Their Healthcare?

The Headlines

The Washington Post

Some patients are now able to read their doctor’s notes following an office visit

Patient Engagement

IT’S IMPORTANT

Patient Engagement Defined

Skills  Knowledge  Action  Empowerment
Responsibility  Accountability  Participation  Planning
Communication  Decision-making  Organization  Confidence
Patient Engagement Defined:
National eHealth Collaborative 2012 Survey

Patient Engagement Defined

Gruman et al. (2010) “those actions individuals must take to obtain the greatest benefit from the health care services available”

Hibbard et al. (2004) “having the knowledge, skills, and confidence essential to manage one’s own health and health care”

General Assumptions

General Assumptions

Involvement
Skills
Adherence
Health

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Skills
Adherence
Health

Asking questions
Doing research
Accessing medical record
“Knowing numbers”
General Assumptions

What’s the Evidence?

- Meta-analysis of patient engagement in chronic disease
- Prospective clinical trials of interventions to increase engagement
- Relationship of engagement to disease outcomes

General Assumptions

Physical, Mental, Emotional, Spiritual, Well-Being

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General Assumptions

- Problem-solving
- Self-management
- Self-assessment
- Communication
- Reducing risks

General Assumptions

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What’s the Evidence?

- 10 studies – 8 randomized, 2 quasi-experimental
- 6 diabetes; 4 multi-morbidity
- Only 1 = “high” quality
- 7 used PAM; 3 used “behavioral measure”
- All studies had improvement in behavioral outcomes
- 2 reported reduction in A1C

IHC for Type 2 Diabetes\(^2\)


For >1 year:
1. Type 2 diabetes
2. On oral med(s)

Study Intervention

- 6 months individualized coaching
- 14 phone sessions
  - Intake, 8 weekly, 4 biweekly, 1 monthly
- 30-minute phone calls

Between Group Results

- More engaged
- Less barriers to med adherence
- Improved health status
- Increased exercise
- Reduced stress
Within Group Results

- Pre-post coaching for all participants
- 51.9% reported missing medication before (vs. 7.4% reported missing medication after)
- If A1C>7.0 at baseline, significant reduction over 6 months

Other Research on Patient Engagement

- Engaged patients ENGAGE in:
  - Healthy behaviors
  - Preventive behaviors
  - Disease-specific self-management
  - Health information seeking
- Engaged patients are less likely to:
  - Be readmitted within 30 days
  - Experience a medical error
  - Have poor care coordination

From Institute for Health Technology Transformation, 2011

So where are we?

Patient engagement is here to stay

Technology is key
So where are we?

We need more research

So where are we?

We need to agree on a definition

Thank you!