

FACCT
FOUNDATION FOR ACCOUNTABILITY

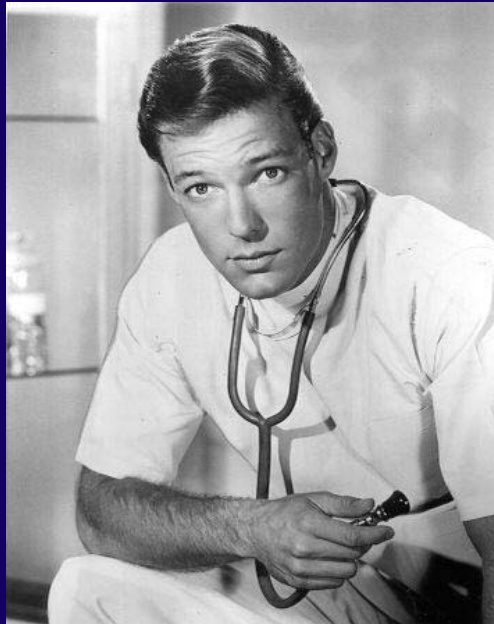


Information for Better Quality Care - The Patients' Perspective

October 29, 2002

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Foundation for Accountability

We've encouraged complacency



But attitudes are changing ...

Do you think there are big differences in the quality of care among:

10/00 9/96

among:

– Family doctors	40%	37%
– Specialists	42%	28%
– Hospitals	47%	38%
– Nursing homes	45%	n/a
– Health plans	55%	47%

How concerned about a serious error leading to injury or harm?

% Very Concerned

– Commercial airlines	32%
– Food from supermarket	30%
– Doctor's office	40%
– Hospital	47%
– Medicine from pharmacy	34%

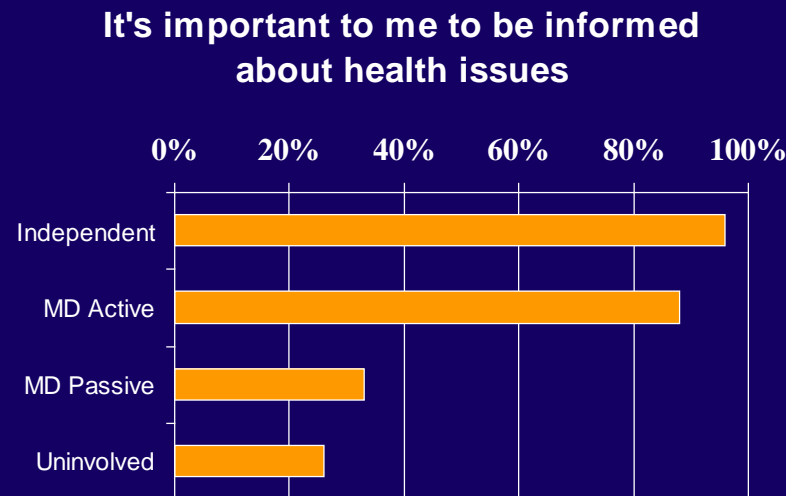
... and people are more questioning

If you had to pick a surgeon...	<u>10/00</u>	<u>9/1996</u>
– Seen before not well rated	50%	(76%)
– Not seen before, rated higher	38%	(20%)
– Don't know	11%	(4%)

People vary in how they use information ...

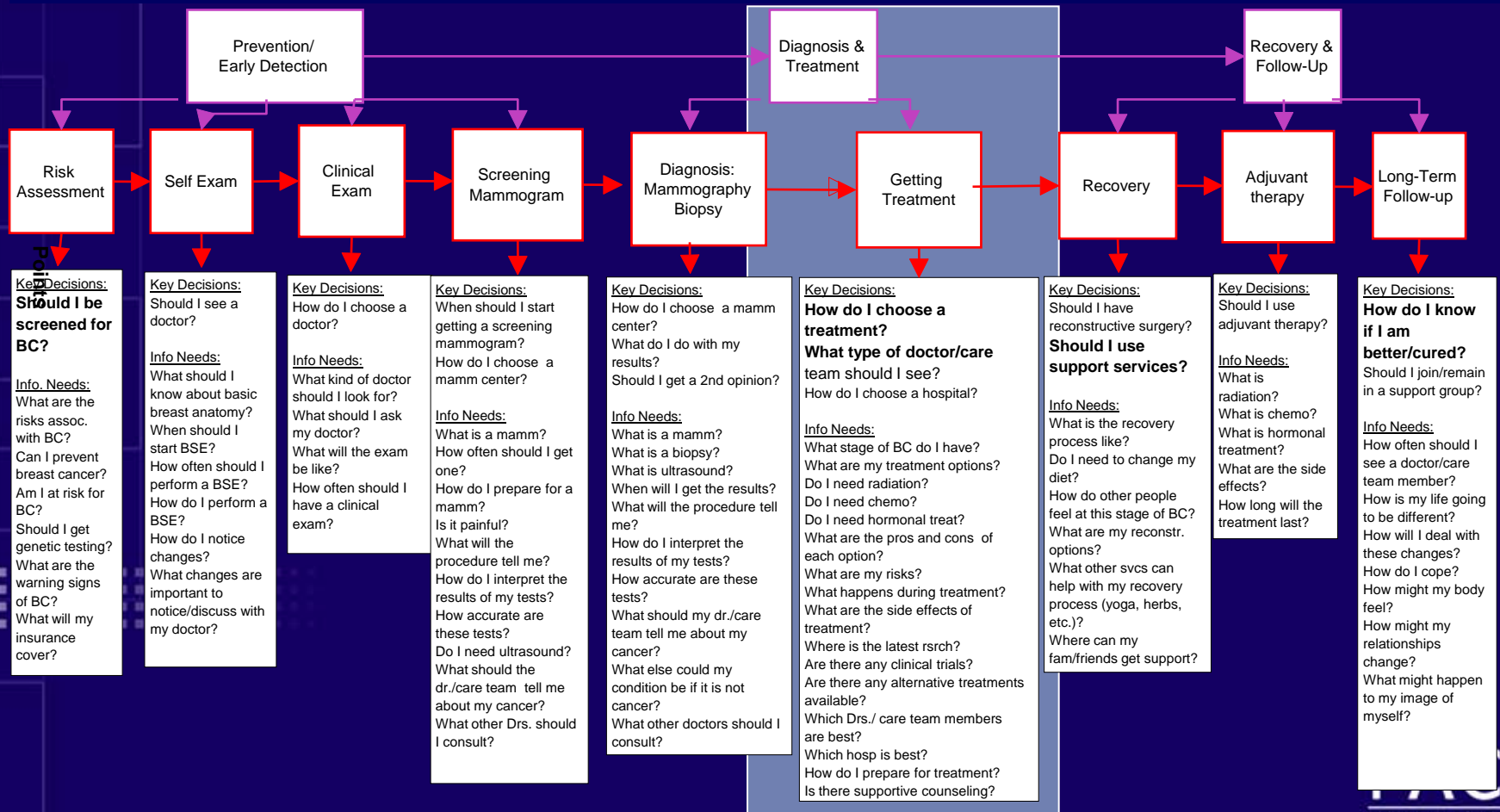
FACCT/Porter-Novelli segmentation model

- Independent active (31%)
- Doctor-dependent active (31%)
- Doctor-dependent passive (27%)
- Independent passive (10%)



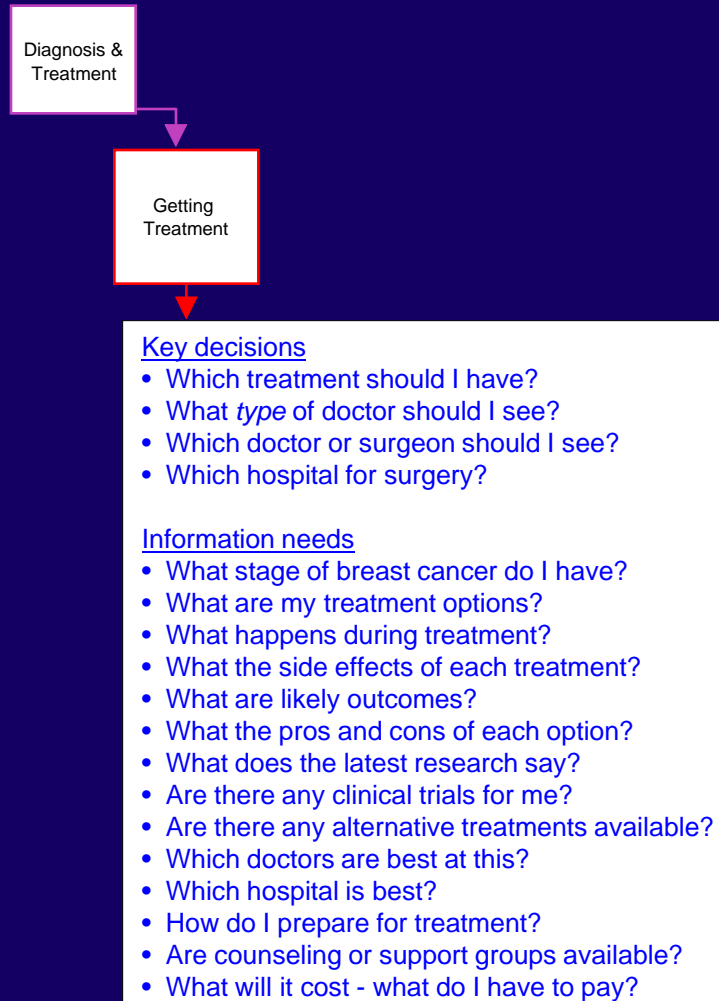
... and have *specific* information needs

Breast cancer decision map



Specific Information Needs

Breast cancer decision map



What information do consumers want?

- To choose providers and treatments with good outcomes
- To communicate effectively with doctors
- To know what the doctor *should* do
- To know why things happen

To choose providers and treatments with good outcomes ...

Lobectomy procedures: Manhattan & Brooklyn 1999

Hospital	No. of Cases	Hospital	No. of Cases
BELLEVUE HOSPITAL CENTER-NEW YORK	4	METROPOLITAN HOSPITAL CENTER-	3
BETH ISRAEL MEDICAL CENTER-NEW YORK	23	MOUNT SINAI HOSPITAL-NEW	45
BETH ISRL MED CTR/KINGS HWY DIV-BROOKLYN	2	NEW YORK & PRESBYTERIAN	69
BROOKDALE HOSPITAL MEDICAL CTR-	10	NEW YORK & PRESBYTERIAN	57
BROOKLYN HOSPITAL/DOWNTOWN-BROOKLYN	2	NEW YORK DOWNTOWN HOSPITAL-	7
CABRINI MEDICAL CENTER-NEW YORK	11	NEW YORK METHODIST HOSPITAL-	11
CONEY ISLAND HOSPITAL-BROOKLYN	7	NORTH GENERAL HOSPITAL-NEW	4
INTERFAITH MED CTR/JEWISH HOSP-BROOKLYN	1	NY UNIVERSITY MEDICAL CENTER-	50
KINGS COUNTY HOSPITAL CENTER-BROOKLYN	1	ST LUKES ROOSEVELT/ROOSVLT	9
KINGSBROOK JEWISH MEDICAL CTR-	1	ST LUKES ROOSEVELT/ST LUKES	6
LENOX HILL HOSPITAL-NEW YORK	22	ST MARYS HOSPITAL-BROOKLYN	2
LONG ISLAND COLLEGE HOSPITAL-BROOKLYN	8	ST VINCENTS HOSPITAL & MED	6
LUTHERAN MEDICAL CENTER-BROOKLYN	6	UNIVERSITY HOSPITAL OF	3
MAIMONIDES MEDICAL CENTER-BROOKLYN	10	WOODHULL MEDICAL CENTER-	2
MEMORIAL HOSPITAL FOR CANCER-NEW YORK	316	WYCKOFF HEIGHTS MEDICAL CTR-	2

*Mortality for hospitals > 169 cases: 0.87%
< 37 cases: 3.05%*

To communicate effectively with doctors ...

Breast-conserving surgery vs. mastectomy for early stage breast cancer

	BCS Rate	Seen by Medical Oncologist	Never told about BCS
Massachusetts	74%	52%	15%
Minnesota	48%	28%	27%

To know what the doctor *should* do ...

Entrez-PubMed - Microsoft Internet Explorer

Address: ih.gov/entrez/query.fcgi?cmd=Retrieve&db=PubMed&list_uids=8729997&dopt=Abstract

NCBI PubMed National Library of Medicine NLM

Search PubMed for [Go] [Clear]

Display: Abstract Sort: Save Text Clip Add Order

1: Eur Respir J 1996 Mar;9(3):410-4

Evaluation of the solitary pulmonary nodule by positron emission tomography imaging.

Bury T, Dowlati A, Paulus P, Corhay JL, Benoit T, Kayembe JM, Limet R, Rigo P, Radermecker M.

Dept of Pneumology, CHU Liege, Belgium.

Current noninvasive imaging methods are not sufficiently reliable for accurate detection of malignancy in most solitary pulmonary nodules (SPNs). Positron emission tomography (PET) using 18-fluorodeoxyglucose (FDG), showing increased FDG uptake and retention in malignant cells, has proved useful to differentiate malignant from benign tissue and could, therefore, contribute to the evaluation of the SPN. We performed a prospective study of 50 patients referred to the Pneumology Department with unclear diagnoses of SPN after conventional radiological screening. PET study was performed on each subject before an invasive procedure was proposed. Thirty three patients had a malignant nodule and 17 had a benign nodule. The mean size of malignant nodule was 3 cm (range 1.5-4.5 cm). All showed a marked increase in 18-FDG uptake. The mean size of benign nodule was 1.8 cm (range 0.5-3.5 cm). PET imaging showed the absence of 18-FDG uptake and correctly identified 15 of 17 benign nodules. There was two false-positive cases with a moderate increase in 18-FDG uptake (1 postprimary tuberculosis; and 1 anthracosclerotic nodule with nonspecific inflammation). At present, the sensitivity and specificity of PET imaging are 100 and 88%, respectively. The positive and negative predictive values of PET imaging for SPNs are 94 and 100%, respectively. Our preliminary results demonstrate that PET FDG imaging is a noninvasive technique, which appears highly accurate in differentiating malignant SPN from benign SPN.

PMID: 8729997 [PubMed - indexed for MEDLINE]

Lung Cancer

Treatment Guidelines for Patients

Version 1/December 2001

American Cancer Society

NCCN National Comprehensive Cancer Network

To know why things happen ...

- The hospital's incentive
 - Medicare payment for lung cancer surgery: \$34,000
- The surgeon's incentive
 - Medicare payment for lobectomy: \$2,831

How e-health solutions can help

- Personalization

- Meet each patient and family member where they're at

- Specific health need
- Interactions with health care system
- Language, literacy, culture
- Information seeking & use

- Infrastructure

- Acquire information people want
- Distribute it when and where they need it

Rate Your Care

[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#)

There are four sections to this survey. All are important for good diabetes care.
Pick one to begin!



Appropriate Care

- Is your doctor checking your blood pressure?
- Is your doctor checking your cholesterol?
- Is your doctor checking your urine for signs of kidney disease?
- Has your doctor talked to you about testing your blood sugar, getting eye exams, taking care of your feet, aspirin use, and smoking?



Education & Teamwork

- Has your doctor provided you with information and education so you can take care of your diabetes?
- Do you have any trouble taking care of your diabetes?
- Is taking care of your diabetes a hassle for you?



Day-to-Day Living

- Are you having symptoms of diabetes?
- How is your physical and emotional health?
- Does your physical or emotional health prevent you from doing your daily activities?



Support & Service

- Is your doctor thorough and managing your care well?
- Do you trust your doctor?
- Do you get care and answers when you need them?





Survey Questions

[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > Survey Questions

Blood Pressure Check

At your last visit, did your doctor or other health provider check your blood pressure?

Yes No

Cholesterol Check

In the last 12 months, did your doctor or other health provider test your blood cholesterol or related substances (such as lipids, HDL, LDL, or triglycerides)?

Yes No

Kidney Disease Test

In the last 12 months, did your doctor or other health provider check your urine for signs of diabetic kidney disease (such as albumin, microalbumin, creatinine, or protein)?

Yes No

Blood Sugar Testing

Has your doctor or other health care provider ever watched you test your blood sugar to check that you are doing it correctly?

Yes No I do not test my blood sugar

Has your doctor ever asked you what your home blood sugar values are?

Yes No I do not test my blood sugar

In the last 6 months, did your doctor or other health care provider check your blood sugar control with a hemoglobin A1c or glycosylated hemoglobin test (test that shows average blood sugar levels over the last few months)?

Yes No Don't know

Eye Exam

When was the last time you had an eye exam where the doctor put drops in your eyes that made it hard to see in bright light?

Never Within the last 12 months More than 12 months ago

Foot Care

During the last 12 months, did your doctor or other health provider you see for your diabetes:

a) Ask you about numbness or tingling in your feet?

Yes, more than once No, and I saw the doctor
 Yes, at least once No, but I didn't see the doctor

b) Take your shoes and socks off and check your feet?

Feedback

[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > [Survey Questions](#) > [Feedback](#)

Appropriate Care: Feedback

Here's how your doctor scores on giving you the tests, screenings, and services you need to help you monitor and control your diabetes.







Take Charge!


Click on the links below to get more feedback on the care you are getting from your doctor and get tips to help you improve your care!

Get More Feedback

- [Blood Pressure Check](#)
- [Cholesterol Check](#)
- [Kidney Disease Test](#)
- [Blood Sugar Testing](#)
- [Eye Exam](#)
- [Foot Care](#)
- [Aspirin](#)
- [Smoking](#)

Things You Can Do

-  [Add This Information To My Care Guide](#)
-  [View Summary Checklist](#)
-  [Go To Care Guide](#)
-  [Leave A Note About Your Doctor's Care](#)

[move on](#) 



top

Summary Checklist



This checklist is based on your answers to the survey questions you just completed.

Take this list with you to your next visit and review your results with your doctor or other health provider. If you can't cover everything on the list in one visit, schedule another visit or ask your doctor if someone else in the office can help you.

		Ask your doctor about ↓
	Appropriate Care	Screenings and tests up-to-date
	Inhaler	✓
	Peak Flow Meter	✓
	Smoking	✓
	Education & Teamwork	Good teamwork!
	Education	✓
	Doing Self Care	✓
	Ease of Self Care	✓
	Day-to-Day Living	Keep up the good work!
	Symptoms	
	Physical and Emotional Health	
	Daily Activities	
	Support & Service	Good support & service!
	Managing Your Care	
	Trust and Caring	
	Customer Service	

Other helpful information available in Your Care Guide

- Your survey questions and answers
- Your personalized feedback
- Quick tips
- Full tips
- Much more!

Before you exit Your Care Guide, be sure to print or download these helpful resources for future use!



Some implications of a patient-centered view

Need a public utility infrastructure that supports private initiatives

- Information priorities determined by patient & consumer values
- Process fully engages public
- Data standards enforced by policy, purchasing
- Portability of information
- Mandatory disclosure of quality, outcomes

Driven by public education, awareness campaign to build demand