



FEATURED SPEAKER

Jason Ruda

Experience Director



From the Front Lines:

How to Establish a Practical Patient Experience Program



Objectives

- 1 Offer a framework for establishing or expanding a Patient and Provider Experience program in ambulatory settings.
- 2 Identify successful strategies and tactics to engage stakeholders and drive performance.
- 3 Share lessons learned and future planning.

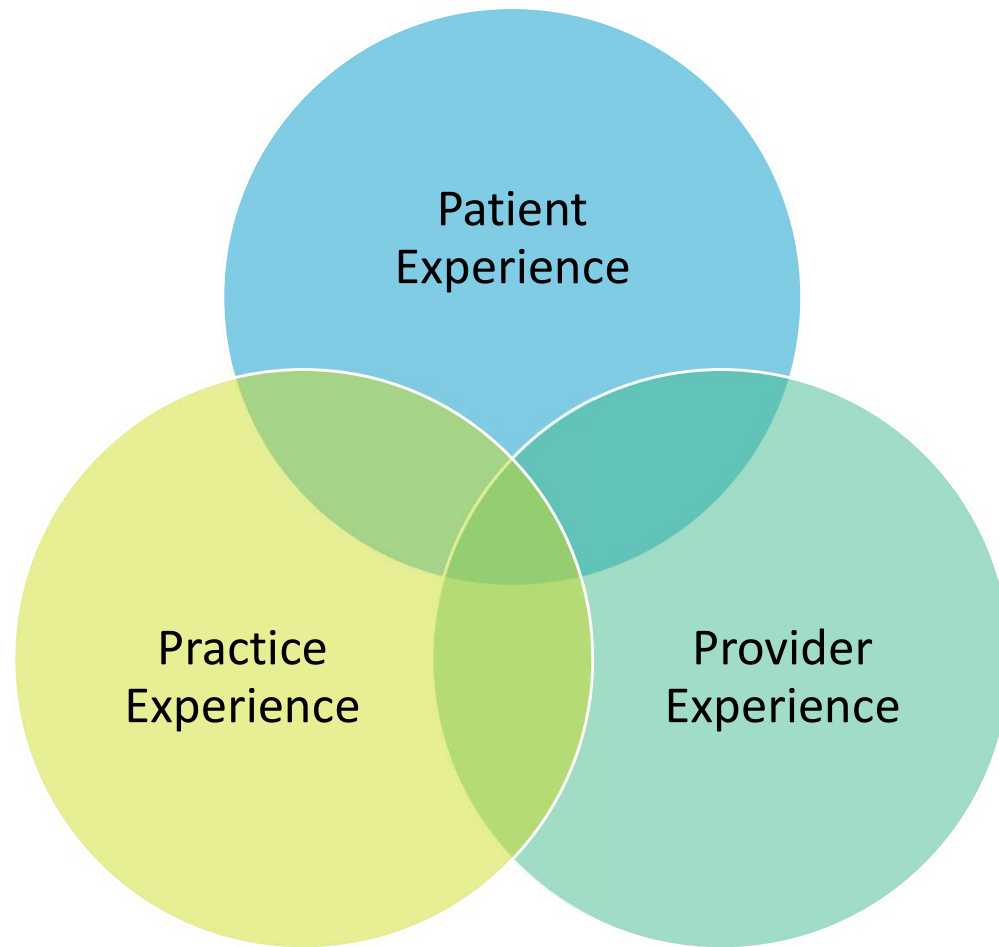


Who is Tandigm Health?

- Provider-led; clinically focused
- Over 170 independent primary care practices serving approx. 100,000 patients.
- Mission: to improve healthcare in the Philadelphia area while making it more affordable for everyone.

Proprietary & Confidential





Our Journey to Excellence

2020

Engage

2021

Build

2022

Refine

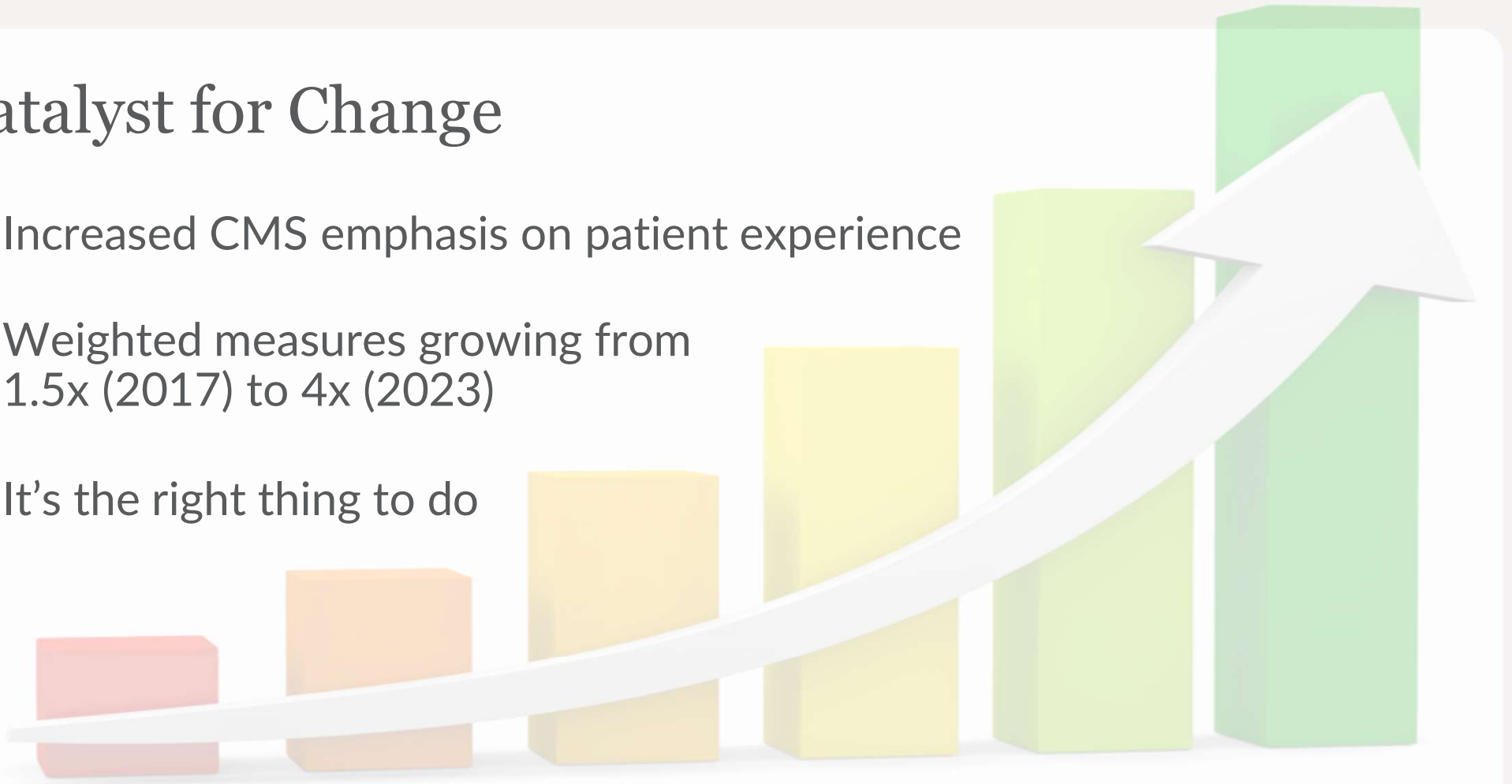
2023 +

Grow



Catalyst for Change

- Increased CMS emphasis on patient experience
- Weighted measures growing from 1.5x (2017) to 4x (2023)
- It's the right thing to do



What We're Measured On

CAHPS: Consumer Assessment of Healthcare Providers and Systems



HOS: Health Outcomes Survey



We Learned from the Best



For Healthcare Professionals to Acknowledge That Their Time Is Also Valuable



To Be Informed, Educated and Guided



To Be Encouraged



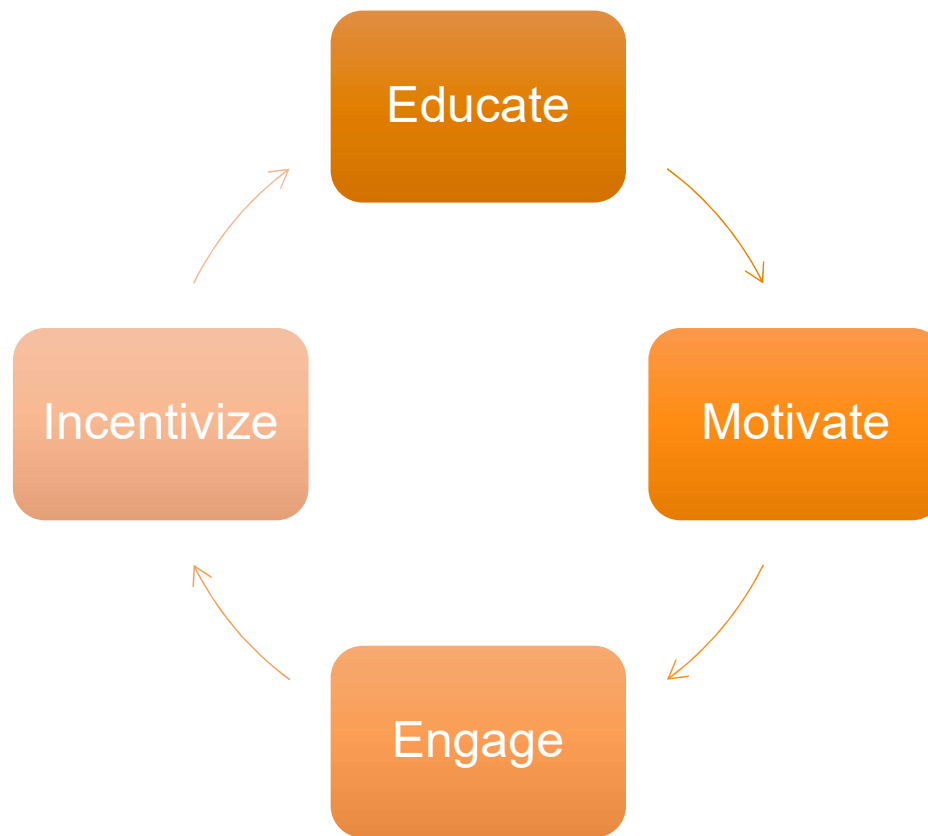
To Be Treated with Dignity & Respect by Everyone



To Be Recognized & Thanked



2020 | Engage



2021 | Build

2021 Patient Experience Manual



Patient Experience Program Manual

Addendum to Provider Manual
 Specific to Keystone Health Plan East
 Members
 2021

April 2021

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Measure 1	Foundations and Education	Basic	Intermediate	Advanced
Activity 1A	Patient Experience Education	20		35
Activity 1B	Patient Experience Champions	5	10	20
Activity 1C	Words that Matter	10	25	45

Measure 2	Access and Care Coordination	Basic	Intermediate	Advanced
Activity 2A	Prepared Care Team	5	15	25
Activity 2B	Same Day Appointments	5		15
Activity 2C	Call Us First – Focus on Experience	5	15	25
Activity 2D	Medication Excellence	10	25	35

Measure 3	Health Outcomes	Basic	Intermediate	Advanced
Activity 3A	Patient Centered Health Questions	20		35
Activity 3B	Urinary Incontinence Education	10		20
Activity 3C	Falls Reduction	20		45



2021 | Build

C: Call Us First – Patient Experience Focus		Support / Details and Video
<i>Goal: Promote Access to Care, Care Coordination, Getting Needed Care CAHPS questions</i>		
<p>Basic: Practice, by July 1st, 2021 completes self-assessment (one per practice) and by end of year improves/strengthens 2 areas</p> <p>See review of components of Call Us First</p>	<ul style="list-style-type: none"> • Assessment must be completed by July 1, 2021. • All Staff ideally review CUF Video • Staff can track their viewing here • Areas for improvement should be declared to PHSO (Tandigm Rep) for placement on action plans 	
<p>Intermediate: Practice completes self-assessment and improves / strengthens 4 areas</p>		
<p>Advanced: Practice completes self-assessments, has demonstrated improvement in 4 areas <u>and</u> has developed 2 “same day/soon” arrangements with local specialists for defined conditions</p>		
<p>Scoring: End of year attestation.</p> <ol style="list-style-type: none"> 1. Completed self-assessment. 2. Submitted description of improvements implemented. 3. Names of specialists and conditions are submitted 		



Foundation

Patient Experience Training Video

- Key concepts fundamental to the patient experience.
- Stories told through providers and staff across network.
- Required viewing for team members; part of the PCP Incentive Plan.
 - *Let's hear from a Tandigm physician...*





Foundation

Patient Experience Champions League

238

Champions across
the network.

70%

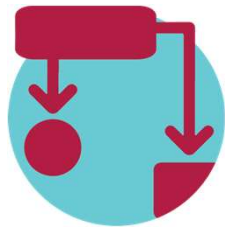
Average attendance
at monthly webinars.



Create a community
of Champions.



Access to Care & Care Coordination



Triage Process



Access to Care



Patient Awareness

Are you experiencing symptoms or difficulties that require medical attention? Do you feel the need to see a specialist?

Call Us First at your primary care physician's office, we're here to help. We know your health story and have access to your medical records, so we can help direct you to the most appropriate care.

<p>We treat many common issues at a fraction of the cost of the emergency room.</p>	<p>We often have same-day appointments available.</p>
<p>We can often meet your care needs here and save you a higher copay.</p>	<p>If you do need a specialist, we can point you in the right direction.</p>

Call Us First. We're Here to Help.

We want you to receive the right care, at the right time, and in the right place.

Are you experiencing symptoms or difficulties that require medical attention? Do you feel the need to see a specialist?

Call Us First at your primary care physician's office, we're here to help. We know your health story and have access to your medical records, so we can help direct you to the most appropriate care.

<p>Why should you call us first?</p> <ul style="list-style-type: none"> We know you and your health history We treat many common issues at a fraction of the cost of the emergency room We often have same-day appointments available 	<p>Considering a Specialist?</p> <ul style="list-style-type: none"> We can help you decide if you need a specialist We can refer meet your care needs right here and save you a higher copay If you need a specialist, we can point you in the right direction
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Call Us First. We're here to help. Philadelphia Health Associates Adult Clinic (215) 453-8812



We want you to receive the right care, at the right time, and in the right place.

Are you experiencing symptoms or difficulties that require medical attention? Do you feel the need to see a specialist?

You should know that when you have unexpected or urgent medical needs, as your primary care physician we want you to Call Us First. You should also Call Us First before scheduling an appointment with a specialist. We can often meet your care needs at our office and save you a higher copay.

<p>Why should you Call Us First?</p> <p>We know you and your health story. As your primary care physicians, we are in an ideal position to assess your health care needs.</p> <p>We have same day appointments available to meet your needs, and can treat many common issues at a fraction of the cost of the emergency room.</p>	<p>Considering a Specialist?</p> <p>We can help you determine where you should go for care. If you need a specialist, we can point you in the right direction.</p> <p>We treat you at a fraction of the cost (e.g., copayment) than other locations.</p>
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Call along the dotted line and hang on your fridge for easy access to your primary care physician's contact information.

Call Us First. We're here to help.

Practice Name Goes Here
###-###-####

Address line 1
Address line 2
City state zip



Access to Care & Care Coordination

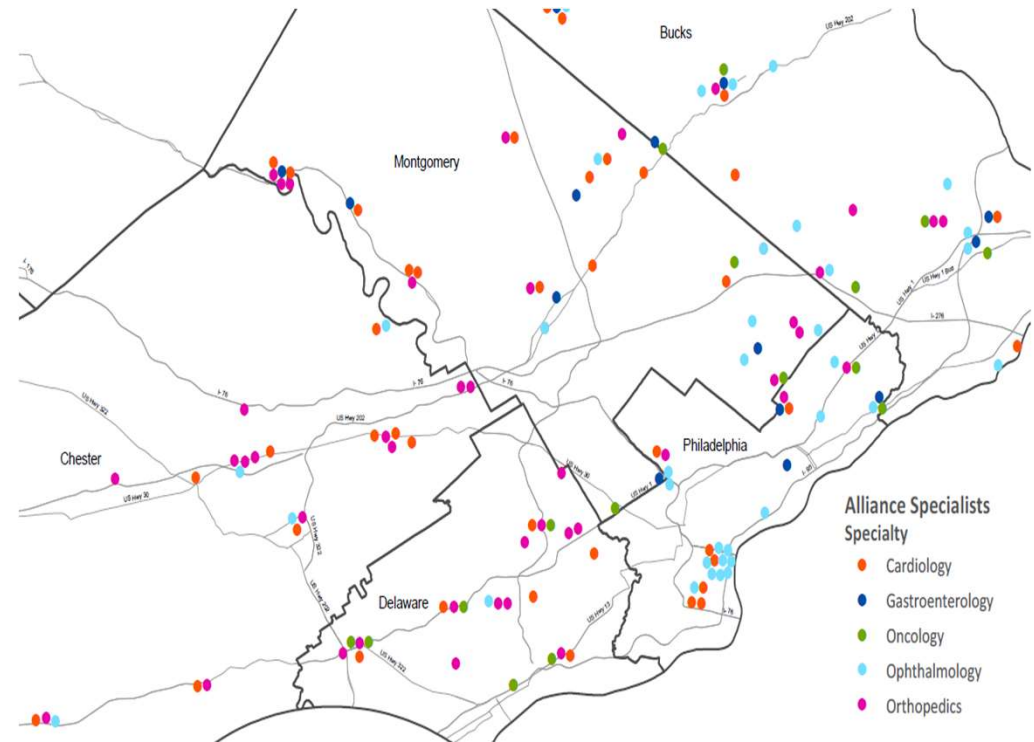
Same Day Soon / Specialty Alliance

Our Specialty Alliance: 37 practices;
165 locations across the 5-county region

- Orthopedics
- Cardiology
- Gastroenterology
- Ophthalmology
- Oncology

We look for specialists who will:

- Create and utilize clinical best practices
- Self-manage to quality and utilization targets
- Support most cost-effective sites of service



Health Outcomes

Frequently Asked Questions:

URINARY INCONTINENCE (LOSS OF BLADDER CONTROL)

What is urinary incontinence?

Urinary incontinence is the loss of bladder control. It is not a disease. It is a symptom. It can range from sometimes leaking urine with a cough or a sneeze to having an urge to go to the bathroom that is so sudden and strong that you don't get to the toilet in time.

When should I tell my doctor about my loss of bladder control?

Many people think that loss of bladder control is a normal part of aging or something you just need to live with. But you do not need to handle this alone.

It may be time to talk to your doctor if your quality of life is impacted such as:

- You must do frequent clothing/bedding changes due to wetness
- You notice any redness or skin changes due to wetness
- You shy away from doing things for fear of having an "accident"
- You rely on pads/briefs to manage wetness

What are risk factors for loss of bladder control?

In general, the risk factors for loss of bladder control include gender, age, obesity, smoking, and family history. It happens twice as often in women as men.

Many things can cause loss of bladder control such as:

- Hormonal changes (such as menopause)
- Childbirth (which can weaken the muscles used to control the bladder)
- History of pelvic or abdominal surgery
- Prostate surgery or other prostate conditions in men

Can loss of bladder control be treated?

In a word, . . . YES! There are many treatments that can help. For most people, simple lifestyle changes or medical treatment can decrease or stop the symptoms.

Here are some of the options to discuss with your doctor:



Special exercises, either with a physical therapist or on your own (such as Kegel exercises)



Weight control



Diet changes (limit alcohol/caffeine, chili peppers and artificial sweeteners)



Getting help to stop smoking



UI & Falls Reduction

Falls Prevention Programs

Healthy Steps for Older Adults (HSOA)

This two-part workshop raises awareness about the causes of falls and how to prevent them. Participants learn how to exercise safely at home with a focus on health and well-being. It also includes a physical skill screening to determine a person's fall risk.

A Matter of Balance

This more intensive program consists of eight sessions. Each session is a half day. Trained coaches help teach participants about the importance of balance through exercise and also address fears about falling.

Safer Steps

In this one-hour course, participants learn how to stay independent by preventing falls. This class points out common safety hazards in the home and teaches the importance of exercise.

Yoga

There has been a fair amount of research on how to prevent falls in elderly. Yoga has been shown to help maintain strength, stability and agility.

Tai Chi

Tai Chi involves a series of movements performed in a slow, focused manner. It has been found to help reduce falls in older adults with a high risk of falling.

What You Can Do to Prevent Falls

- Exercise or Falls Prevention Program
- Physical Therapy
- Occupation Therapy for Home Safety Assessment
- Optometry/Ophthalmology Referral
- Podiatry referral
- Medication Review
- Vitamin D Supplementation
- Tandigm Complex Care Management Referral

Additional recommendations:

Next Appt:

____/____/____

Contact Information:

Talk to your Primary Care Physician about how you can help prevent falls.

Tell a provider right away if you fall, worry about falling, or feel unsteady.

Learn more about falls prevention by visiting [cdc.gov/steady](https://www.cdc.gov/steady)



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Take Action to Prevent Falling



Focus on patients' experience of care as well as their clinical outcomes



Trust, but Verify: Year-End Attestation



Practices required to do year-end attestation to document level of activity completion.



100% of practices completed the attestation.



Data validation and review conducted to assess accuracy of submissions.



Maintaining Network Engagement

- Champions League
- Practice Support Sessions
- Network Quality Forum
- Video Recordings





Network Training Sessions

32 Practices requested training

57 Sessions between June to December

90 Minute commitment per practice, per session

Recommended entire practice in attendance





3 Key Observations

1. Communication gaps are the biggest hurdle to overall performance
2. Practice Experience = Patient Experience
3. Ongoing professional development and training often needed





Challenges and Barriers

- Pandemic and practice fatigue
- Bandwidth at practices and our own team
- Staffing
- Scope creep



Key Takeaways



Leverage the Patient Experience Champions



Full practice participation to connect the dots



Patient Experience sensitivities



Providers are eager for communications skills training



Return to meaning is an antidote



Survey Measures

- Medicare Advantage patients
- Triggered by PCP visit claim
- Interactive Voice Response & Text
- 13 questions total
- 4 questions are incentivized

Process Measure

- Selection and completion of 2 self-selected goals.
- Practices given 4 months to complete goal requirements.



Acknowledgements & Key Contributors

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Anita Brazill	Patient Experience Advisor
Anne Morisseau	Senior Director, Quality
Doron Schneider, MD, MBA	VP, Population Health and Clinical Strategy
Lee Buttz, MD, MBA	Chief Medical Officer
Michelle Sibel, DNP, CRNP	Manager, Medical Cost Council
Pam Eckardt, RN, MBA	Chief Network Officer





Questions?





Jason B. Ruda, MS, CPXP

Experience Director

 **tandigm health**SM

jruda@tandigm.com

215.568.4654

Let's Connect!

www.linkedin.com/in/jasonruda



Questions?

In-person

1. Wait for the microphone
2. Please stand
3. Provide us your name & location of your organization
4. Ask your question

Virtual

Add your questions to the question box.

Ask a Question