connectedness and continuity: a prescription for patient engagement

Institute of Medicine
Roundtable on Value & Science-Driven Health Care
Washington, DC.

Presenter:
Gary Langer
Langer Research Associates
glanger@langerresearch.com

blueshieldcafoundation.org

Feb. 25, 2013
BSCF research program

changing health care paradigm for low-income Californians
• ACA introduces competition; providers will need to respond

spring 2011: baseline survey of healthcare experiences and preferences
• establish drivers of patient loyalty

two drill-downs emerge:
• expressed desire for a regular personal doctor
• substantial resistance to shared decision making

spring 2012: explore these and other potential drivers of patient empowerment and engagement
connectedness and continuity

What patients say they want...

... a regular personal doctor

What patients mean they want...

....connectedness (a sense someone there “knows you pretty well”)

...and continuity (an assurance you’ll see the same caregiver over time)
the impact

Wanting but lacking a personal doctor independently (negatively) predicts satisfaction with care and patient loyalty...

But when connectedness and continuity are added to the equation, they independently (positively) predict satisfaction, empowerment and engagement alike – and having a regular personal doctor does not
shared decision making

- % who want an equal say in care decisions: 59%
- % who prefer to leave decisions to their care provider: 39%

Initially
shared decision making

- % who want an equal say in care decisions: 59%
- % who prefer to leave decisions to their care provider: 39%
- if clear information about treatment options is provided: 81%
- if clear information about treatment options is provided: 17%
leveling the playing field
preference for an equal say

- Initially: <HS 47% | college grad 72% | whites 75% | latinos 49%
- When clear info is provided: <HS 76% | college grad 83% | whites 90% | latinos 77% | non-english speakers 72% | english speakers 90%
the path to patient-centered care: a model of empowerment and engagement
a model of patient engagement

based on results from the 2012 BSCF survey of low-income Californians

connectedness

continuity

empowerment:

feel informed about your health

comfortable asking provider questions

provider usually explains things in a way you understand

confident you can make healthcare decisions

engagement
connectedness and information

empowerment:

- feel informed about your health
  - comfortable asking provider questions
  - provider usually explains things in a way you understand
  - confident you can make healthcare decisions

connectedness
continuity

engagement
the impact of connectedness on feeling informed about one’s health

among low-income Californians with a personal connection

- very informed: 64%
- somewhat informed: 27%
- not so informed: 6%
- not informed at all: 1%

among low-income Californians who lack a personal connection

- very informed: 43%
- somewhat informed: 37%
- not so informed: 14%
- not informed at all: 6%
- no opinion: 6%
continuity and information

Empowerment:

- feel informed about your health
- comfortable asking provider questions
- provider usually explains things in a way you understand
- confident you can make healthcare decisions

connectedness

continuity
the impact of continuity
on feeling informed about one’s health

among those who usually see the same provider

among those who see the same provider less often

very informed: 56%, somewhat informed: 32%, not so informed: 9%, not informed at all: 2%, no opinion: 2%

very informed: 43%, somewhat informed: 35%, not so informed: 15%, not informed at all: 7%, no opinion: 2%
connectedness and further empowerment

empowerment:

- feel informed about your health
- comfortable asking provider questions
- provider usually explains things in a way you understand
- confident you can make healthcare decisions

connectedness

continuity

engagement
the impact of connectedness on further empowerment measures

- Among those who have someone who knows them well:
  - Very comfortable asking provider questions: 73%
  - Always understand provider's instructions: 56%
  - Very confident can make health decisions: 62%

- Among those who lack someone who knows them well:
  - Very comfortable asking provider questions: 54%
  - Always understand provider's instructions: 37%
  - Very confident can make health decisions: 52%
continuity and further empowerment

empowerment:

- feel informed about your health
- comfortable asking provider questions
- provider usually explains things in a way you understand
- confident you can make healthcare decisions

connectedness
continuity
engagement
the impact of continuity on further empowerment measures

- among those who always see the same provider
- among those who don’t always see the same provider

<table>
<thead>
<tr>
<th>Question</th>
<th>Always See Same Provider</th>
<th>Don’t Always See Same Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very comfortable asking provider questions</td>
<td>76%</td>
<td>55%</td>
</tr>
<tr>
<td>Always understand provider’s instructions</td>
<td>59%</td>
<td>38%</td>
</tr>
<tr>
<td>Very confident can make health decisions</td>
<td>63%</td>
<td>52%</td>
</tr>
</tbody>
</table>
the importance of information

empowerment:

- feel informed about your health
- comfortable asking provider questions
- provider usually explains things in a way you understand
- confident you can make healthcare decisions

connectedness

continuity

engagement
the impact of information on other empowerment measures

- among those who feel very informed
- among those who feel less informed

- 75% very comfortable asking provider questions, 49%
- 61% always understand provider's instructions, 29%
- 68% very confident can make health decisions, 44%
empowerment and engagement

emPOWERment:

- feel informed about your health
- comfortable asking provider questions
- provider usually explains things in a way you understand
- confident you can make healthcare decisions

connectedness
continuity

engagement
empowerment and engagement

% who report having a great deal of say in their care

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>very informed?</td>
<td>53%</td>
<td>24%</td>
</tr>
<tr>
<td>very comfortable asking questions?</td>
<td>46%</td>
<td>26%</td>
</tr>
<tr>
<td>always understand provider?</td>
<td>51%</td>
<td>28%</td>
</tr>
<tr>
<td>very confident can make HC decisions?</td>
<td>48%</td>
<td>26%</td>
</tr>
</tbody>
</table>
one route: team-based care
the impact of team-based care

among those who have team-based care
among those who do not have team-based care

- satisfaction with care: 58% (blue) vs. 47% (gray)
- very informed about health: 56% (blue) vs. 46% (gray)
- always understand providers' instructions: 52% (blue) vs. 42% (gray)
team care II

- among those who have team-based care
- among those who do not have team-based care

have someone who knows you well
- 48%
- 35%

have someone who knows you well
- 51%
- 51%

private doctors' office patients overall
- 51%

clinic patients with team-based care
- 51%

clinic patients who lack team-based care
- 32%
Rx for patient engagement

connectedness and continuity pave the path to patient empowerment and engagement

information is essential;

• it predicts self-efficacy even when connectedness and continuity are held constant

• ...and it does so more strongly than education, income, gender, race and other demographic variables
and a word on measurement
(inspired by our literature reviews)

• attitudinal measurements in non-probability samples are not generalizable
  • aapor task force report (2010)

• agree/disagree and yes/no questions are inherently biasing

• unlabeled or partially labeled number scales often lack internal validity
  • Krosnick & Fabrigar, Sociological Methods & Research (2009) 37: 393-425

• knowledge is problematic to measure in an opinion survey format
  • challenges are cognitive, measurement-based and definitional

• data analysis is enriched by rigorous statistical modeling
thank you!

Institute of Medicine
Roundtable on Value & Science-Driven Health Care
Washington, DC.

Presenter:
Gary Langer
Langer Research Associates
glanger@langerresearch.com

blueshieldcafoundation.org