

Incorporating What Matters Into Measurement and Person-Centered Care

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Faculty Disclosures

Caroline Blaum, Tonya Roberson, Jolene Rasmussen, Tammie Feuer, have no financial relationships to disclose relating to the subject matter of this presentation.

Learning Objectives

At the conclusion of this session, you will be able to:

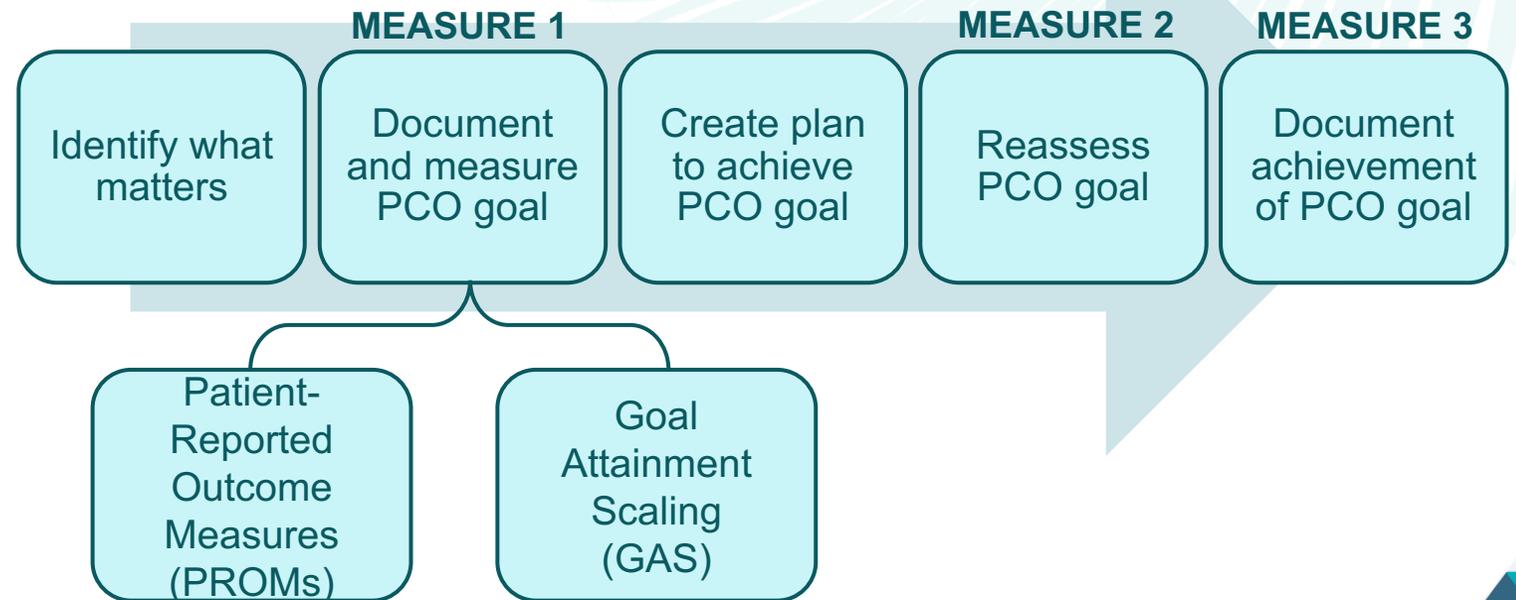
1. Identify how different care settings incorporate the PCO measures into their programs.
2. Summarize the benefits of incorporating conversations around what matters most into daily care.
3. Maximize opportunities for including these measures in quality measurement.

Person-Centered Outcome Measures

Person-Centered Outcome (PCO) Measures: “What Matters Most”

Person-Centered Outcomes

Outcomes identified by the individual (or care partner) as important that can be used for care planning and quality measurement



Testing

2018-2020 Testing

<ul style="list-style-type: none"> • Medicaid Case Management • Case Management • Geriatric and Serious Illness Programs 	1309 Individuals
	103 Clinicians
	13 Sites

2021-2024 Testing

<ul style="list-style-type: none"> • Home Based Primary Care • Certified Community Behavioral Health Clinics • Area Agencies on Aging • Care Coordination Organization 	5000+ Individuals
	180+ Clinicians
	17 Sites

Clinician Types: RN, NP, SW, MD, CHW, Peer Navigator, Care Manager, Qualified Mental Health Professional, Counselors, Licensed Therapists

2018-2020 Testing Results

Qualitative Results

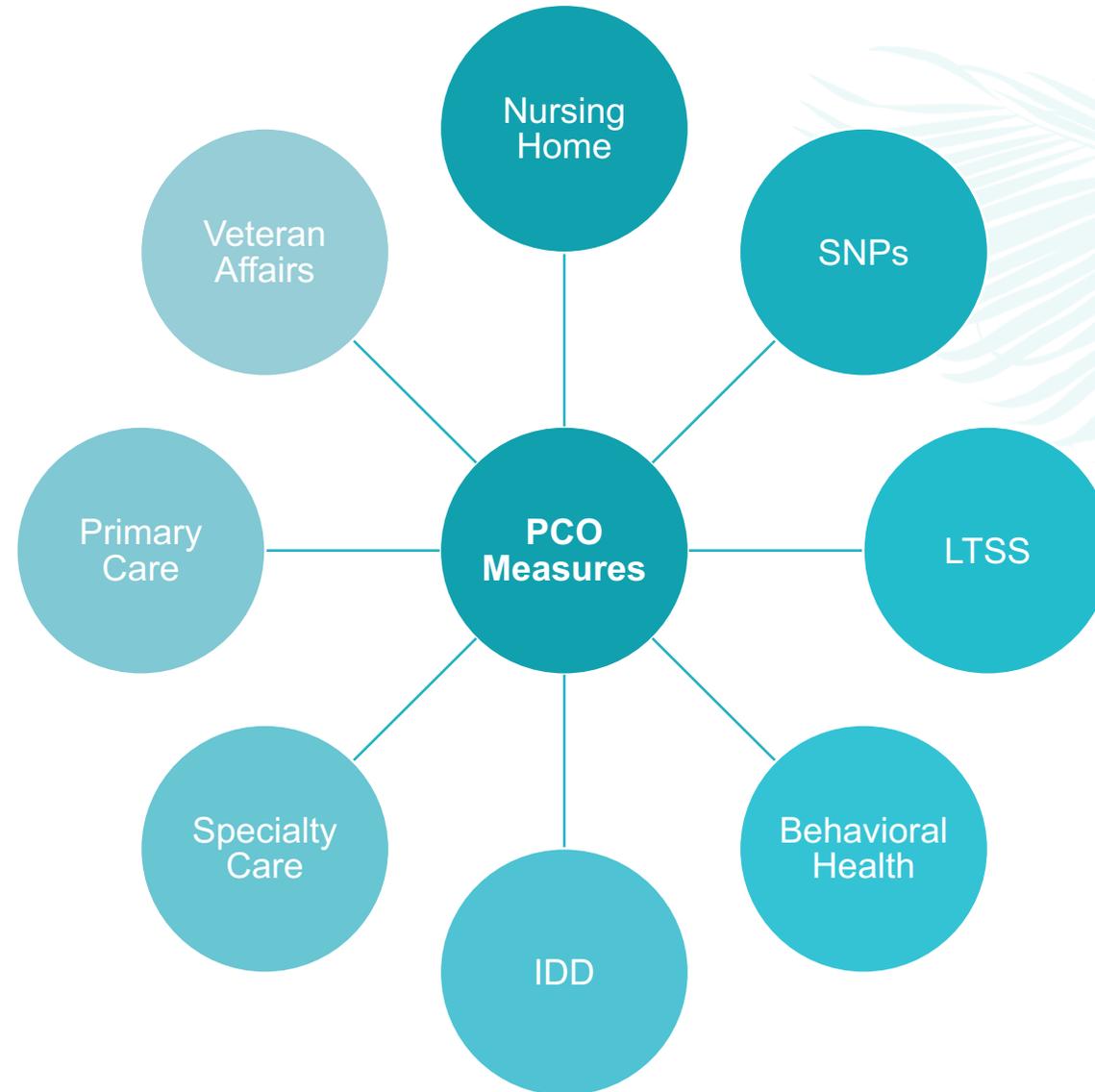


Quantitative Results

For a sub-group, we found 6-months post-intervention:

- Significant decrease in hospitalizations
- Non-significant decrease in ED use
- Improved patient experiences concerning care planning and patient activation

Person-Centered Outcome Measures are important throughout the care continuum





Key Takeaways

- Puts the person at the center of care
- Builds a better relationship between the clinician and individual
- Can improve care coordination across different care teams
- Has potential to decrease utilization

Thank You



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