

FACCT

FOUNDATION FOR ACCOUNTABILITY

Patient Engagement in the United States

July 12, 2003

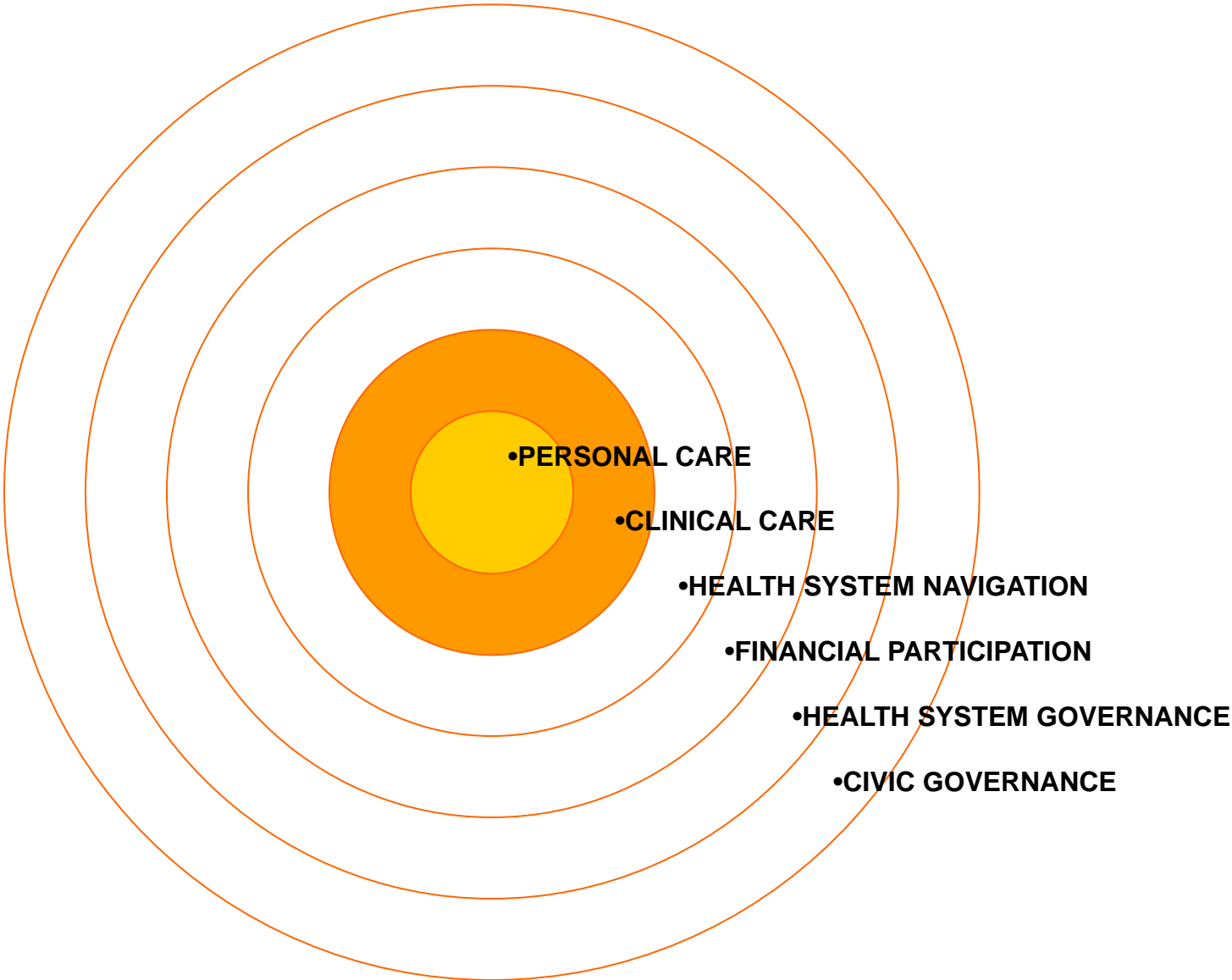
David Lansky, PhD

FACCT - Foundation for Accountability

Patient Engagement in the U.S.

- Benefits not disputed - though some concern about patient capacity
- Many successful experiments
- Patient surveys report sense of full engagement remains rare

PATIENT ENGAGEMENT - AN EXPANDED MODEL



Patient-side Barriers to Patient Engagement

- Activation
- Literacy
- Diversity
- Salience
- Unpredictability
- Third-party Financing

System Barriers to Patient Engagement

- Culture
- Infrastructure
- Finance

System Opportunities to Increase Patient Engagement: 1: Culture

- National thought leadership
- Curriculum reform
- Professional standards
- Patient expectations for care

System Opportunities to Increase Patient Engagement: 2: Infrastructure

- Personal health information
- Performance information
- Patient safety improvements

System Opportunities to Increase Patient Engagement: 3: Financing

- Process based payment
- Outcomes based payment
- Patient financial responsibility