UNLOCKING THE PATIENT EXPERIENCE: THE PATIENT AS PART OF THE TEAM

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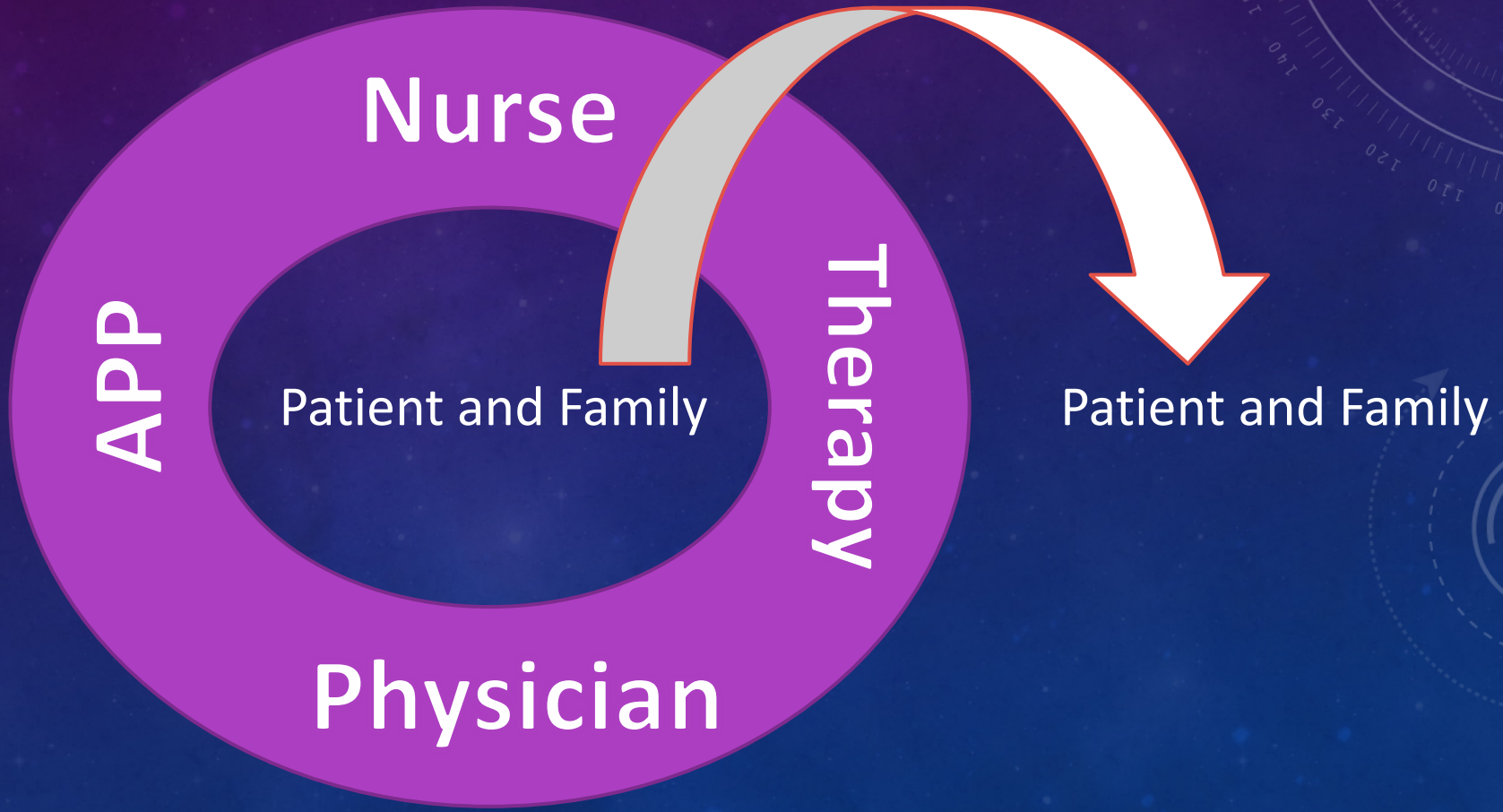
TEAM-BASED CARE

- Current U.S. healthcare landscape is fragmented and siloed
- Patients and families often feel lost in their care not knowing how to navigate through the system (Carman, 2013)
- Team-based care was designed to bridge these gaps and provide coordinated care (Ernest & Brandt, 2014)
- Team-based care has demonstrated effective management, improved safety and enhanced quality outcomes across various patient populations (Reeves et al. 2015; Myers et al., 2019)
- **What about the PATIENT EXPERIENCE? ?**

THE PATIENT EXPERIENCE

- The patient experience is a component of value-based reimbursement models
- Measured by patient satisfaction scores (AHRQ, 2019)
- Patients who are more engaged and activated in their care are more satisfied and demonstrate improved patient experience scores (Hibbard, 2013)
- Studies with high quality outcomes ***do not always correlate*** with high patient experience scores (Will, Johnson, Lamb, 2019)
- Where is the **DISCONNECT**?

“THE DONUT HOLE”



THE PATIENT EXPERIENCE AND HEALTHCARE TEAM: *CRITICAL QUESTIONS*

- Why is there a disconnect between what healthcare systems and providers perceive as high-quality patient centered care and what patients/families perceive as a high-quality experience?

- What is the relationship between the healthcare team in creating an optimal high quality patient experience?

- How can healthcare teams engage with patients/families more effectively to create an optimal patient experience?

Should we create donuts or donut holes?

THE PATIENT EXPERIENCE AND HEALTHCARE TEAM: *KEY STUDIES*

Mosen et al., (2007)

- Patients engaged in their own care more satisfied
- Patient engagement not linked with team-based care yet

Wen & Schulman (2014)

- Meta-analysis
- Team-based care models & patient satisfaction
- Evidence equivocal

Hobbs & Riviera (2014)

- Found one model that includes patients and families as part of the team
- Work responsibilities exist for both provider and patient
- Power sharing

Will, Johnson & Lamb (2019)

- Systematic review
- Team-based care & patient satisfaction
- Acute care setting
- Positive relationship between team-based care and patient satisfaction

Patient as part of the healthcare team

THE PATIENT EXPERIENCE AND HEALTHCARE TEAM: *SEIPS 2.0*

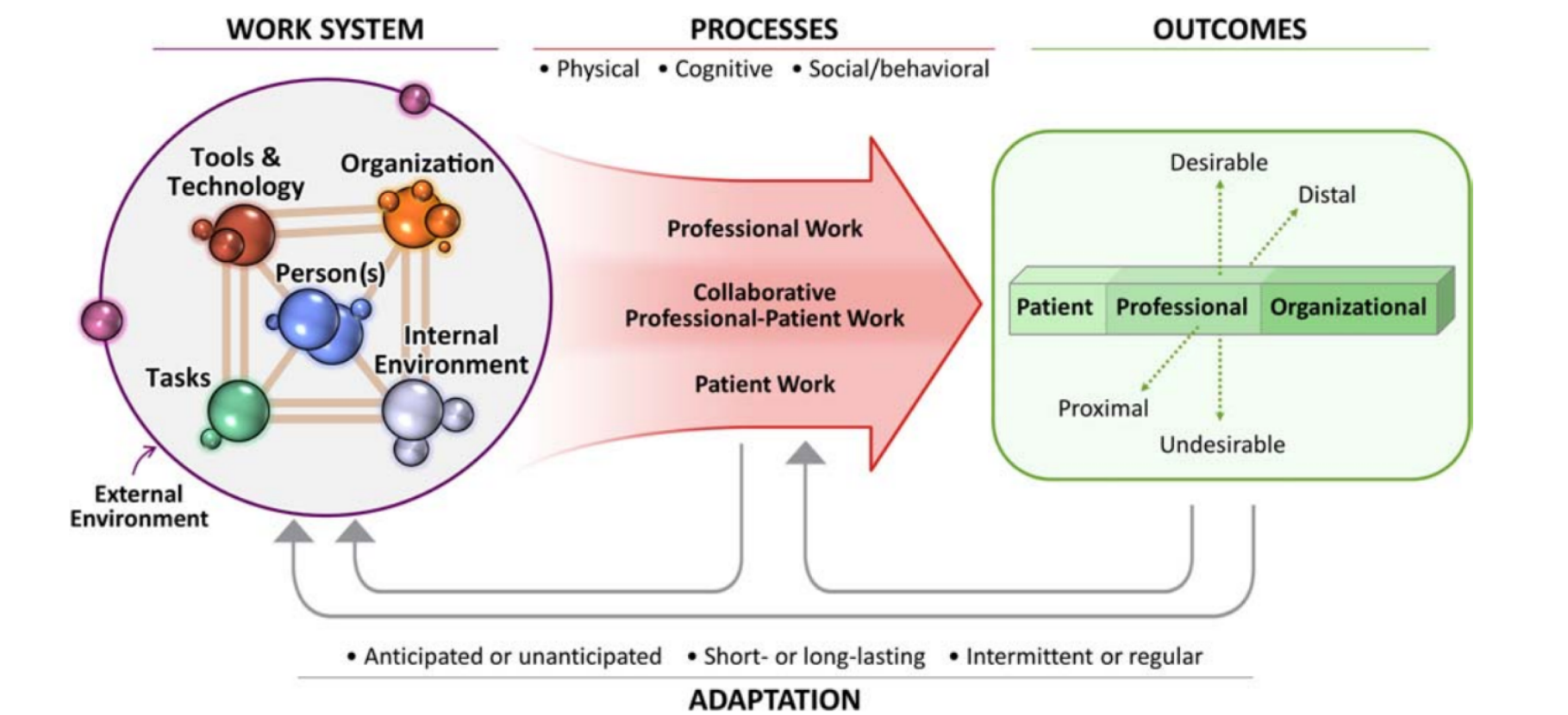
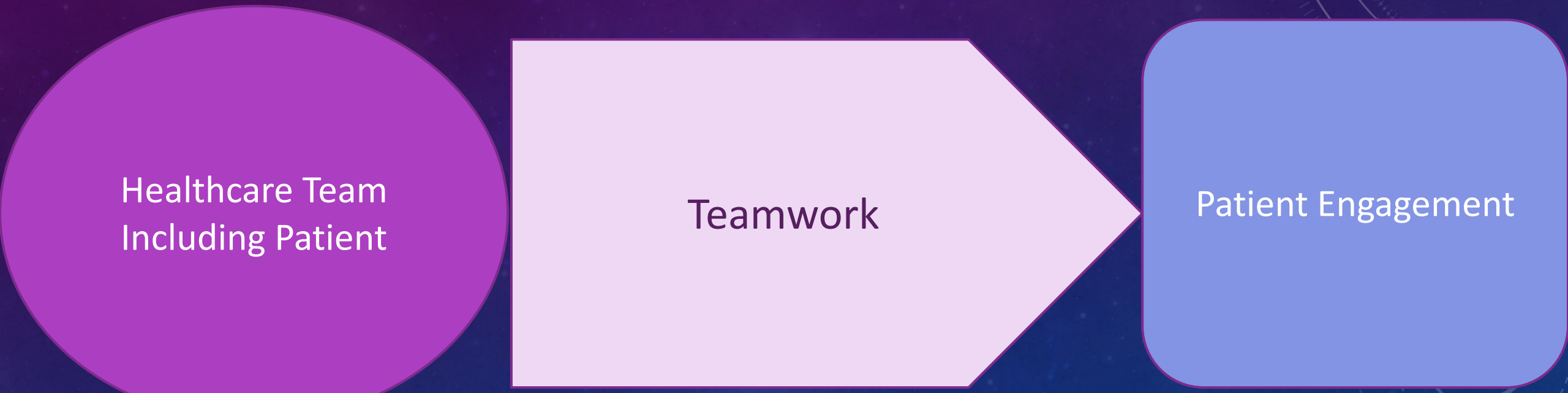


Figure 1. SEIPS 2.0 model.

Holden et al., 2013

FUTURE RESEARCH: THE PATIENT AS PART OF THE TEAM



Structure **Processes** **Outcomes**

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