

Passport to TRUST Briefing



Beth Israel Deaconess
Medical Center



Harvard Medical School

Problem Statement & Background

With the advent of global payment reform there is a critical need to provide quality care at a lower cost. Doctors control most costs yet there is no structure and standardization of the doctor-patient office visit and follow-up

- **One way communication** from doctor to patient limits shared decision making
- **Lack of a step-wise plan and timeline** leads to fragmented care, poor follow-up and inability for patients to readily communicate with their physician
- **Inability to access and appropriately utilize the latest information**, especially in the era of personalized medicine, genetic testing, and emerging technologies and therapies

Mission

Build informed partnerships that result in sustained improvements in health outcomes:

- **Create two-way communications** between patients and physicians to **empower and enable the patient and their advocate** to make informed decisions
- **Implement an interactive, step-wise care plan** that can be readily accessed and acted upon by patients and all of their health care providers
- **Educate physicians and patients in real time** with access to the latest information and its impact on an individual's care

Deliverables

Build web based and electronic communication tools from our prototypes to support the 3 building blocks for Passport to TRUST

- **Passport to TRUST Checklist** - add structure to the office visit (where the physician lists potential causes of the presenting problem, justifies tests and treatments, accesses latest information in real-time with the patient)
- **Roadmap to Health** - create a step-wise individual patient management plan with timelines
- **Online Dashboard** - use an online, interactive web-based program between patients and caregivers facilitating follow-up allowing for continuous monitoring of adherence and identification of red flags/triggers and barriers to care

Test the health outcome impact across multiple sites

- **Conditions** - Pilot includes pediatric abdominal pain, diabetes, and acute lower back pain in adults; decrease hospital readmissions within 30 days of discharge
- **Health outcome measures** - health literacy/patient understanding, patient empowerment/satisfaction, sustained impact on health improvement, cost savings and critical thinking by the physician

Impact & Significance

Will add structure, standardization and accountability to the patient-physician visit:

- **Minimize variation in care** resulting in fewer missed diagnoses and patient harm
- **Enhance compliance and lower barriers** to health by making patients and their families informed partners in their care
- **Ensure rational use of health care resources** by providing efficient and cost-effective approaches to diagnosis and treatment while maintaining quality of care
- **Identify best practices and provide continuous quality improvement** by automating data download from these web-based tools resulting in better health outcomes
- **Establish a working framework** to manage and drive Accountable Care Organizations (ACO) and Patient-Centered Medical Homes (PCMH)