

# Patient Engagement and Barriers to Healthcare: The Patient Centered Medical Home (PCMH)

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## Presenter Disclosures

No relationships to disclose.



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## Aims and Methods



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## Project aims

1. Identify the services that patients utilize or are interested in utilizing in the PCMH
2. Aid practices in identifying pitfalls in their transformations into PCMHs

## Methods – Survey design

- Survey design and revision with input from 4 practices, including a federally-qualified independent community health center and 3 hospital owned community health centers
- Questions adapted from validated survey tools
- Pilot testing with phone interviews



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## Methods - Survey domains

- Demographics
- Healthcare services utilization
- Barriers to healthcare
- Self-efficacy-PCMH focus
- Group visits-PCMH focus
- Team-based care-PCMH focus



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## Methods - Survey administration

- In-person surveys in waiting room
- Pediatric caregiver and adult versions
- English or Spanish
- \$5 gift card for participation
- Phone surveys for high-risk patients
  - Diabetes, asthma, ADHD, “risk score”



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## Limitations

- Convenience sample (67% waiting room)  
Low phone response rate
- Incomplete data
- Some questions not validated
- Some items (e.g., group visits, team) may be interpreted differently by different patients
- Language level above average patient education level



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## Results: Demographics



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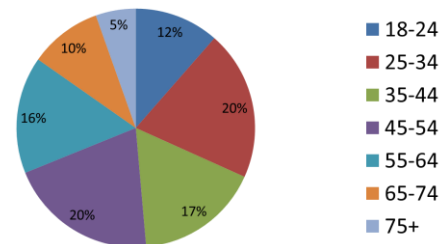
## Respondents

- Adult Surveys ( $n=183$ )
  - 39% male
  - 53% female
  - 8% missing
- Pediatric Caregiver Survey ( $n=69$ )
  - 38% male
  - 62% female
- Risk status:  $n=82$  high risk registry;  $n=184$  waiting room



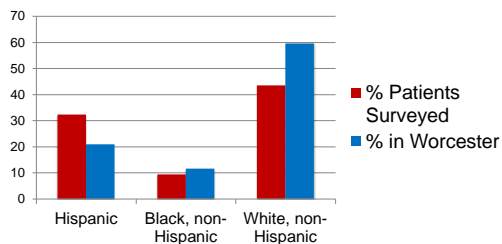
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## Age distribution – Adult survey ( $n=183$ )



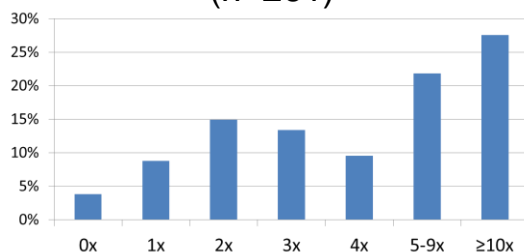
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### Race and ethnicity



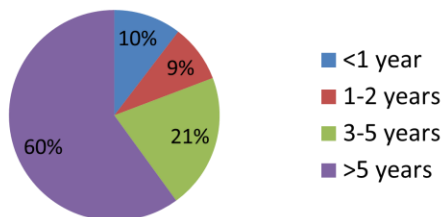
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### Number of visits in past year (n=261)



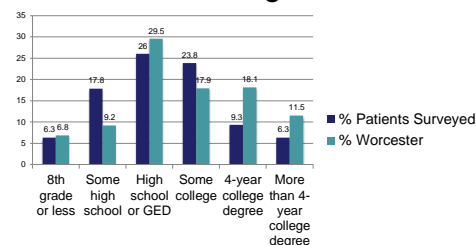
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### Length of time at practices (n=261)



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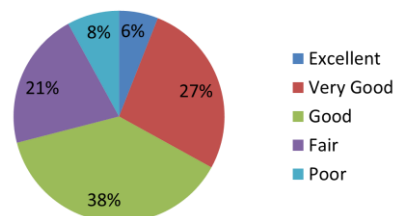
### Educational attainment of patients and caregivers



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## III. Self-Reported Health Status, Barriers to Care & Engagement

### Health assessment (self-report)

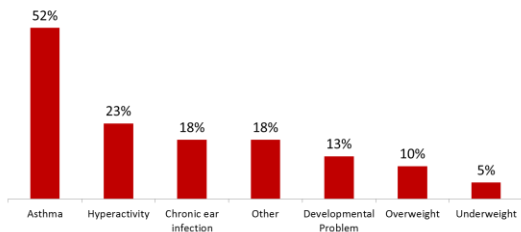


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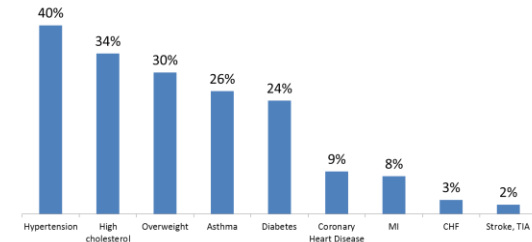
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### Chronic health conditions (pediatric) 69% had a chronic health condition



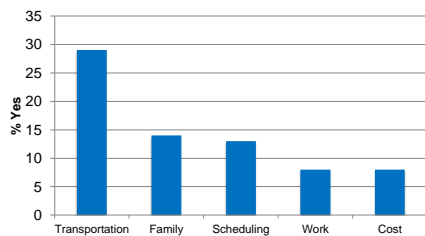
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### Chronic health conditions (adult) 69% had a chronic health condition



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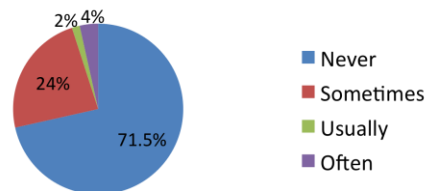
### Barriers to healthcare



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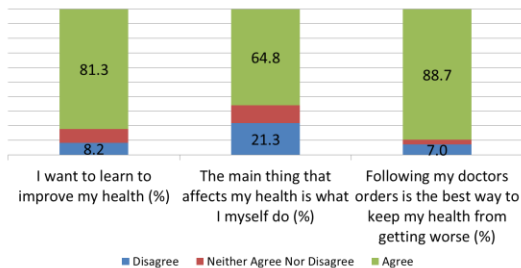
### Health literacy

#### Provider use of words patient did not understand



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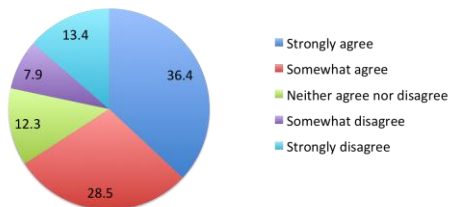
### Views of health/self-efficacy



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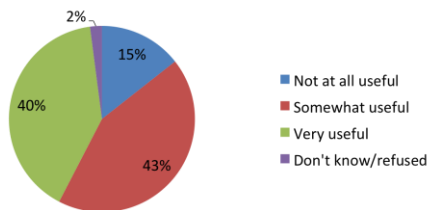
### Views of health/self-efficacy

#### The main thing that affects my health is what I myself do (%)



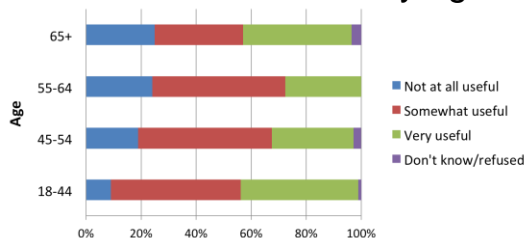
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### Usefulness of talking to others with same condition



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### Usefulness of talking to others with same condition by age



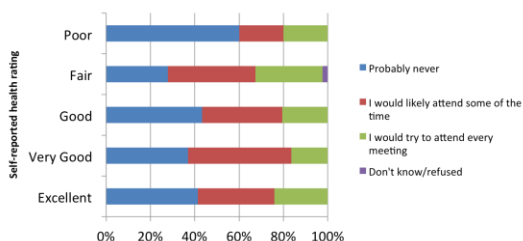
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### Patient views of PCMH Key Activities



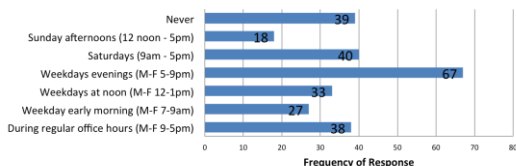
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### Willingness to attend a group by health status



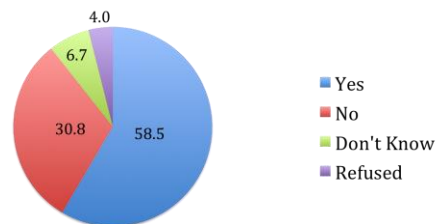
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### Group visit time preference (adults)



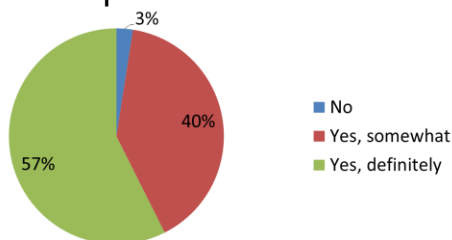
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### Patient perception of presence of healthcare team



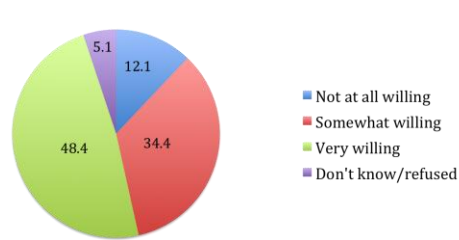
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## Patient belief that team improves health



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## Patient willingness to work with team



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## Summary and Conclusions

### Barriers to healthcare

- Transportation (29%) is most commonly reported barrier
- Nearly 25% of patients had difficulty understanding medical terminology
- 18.6% reported trouble understanding written information



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## Self-Efficacy

- 81.3% of patients report wanting to improve their health
- 33.6% of patients do not believe that they are the single greatest factor in determining their health
- General lack of empowerment



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## Group visits

- 60% of patients open to group visits
- 5-10 patients preferred group size
- Weekday evening meetings for adults
- Weekday regular hours for pediatric caregivers
- Patients reporting poor health least willing to attend a group visit



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## Care coordination

- 58.5% of patients report that they have a “health care team”
- 97% believe team improves their health
- But-most report only seeing the PCP



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## Recommendations

Finding	Recommendation
Patients indicate transportation is a barrier to healthcare	Consider transportation solutions: shuttles, volunteers
Patients perceive lack of control over health outcomes	Implement collaborative self-management; training in motivational interviewing
Patients express interest in group visits	Size: 5-10 patients Pediatric caregivers: Weekday regular hours Adults: Weekday evenings
Patients don't perceive having a healthcare team	Communicate to patients about PCMH and team-based care



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Thank you!

QUESTIONS? COMMENTS?



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