

## The IPRO Center for Healthcare Consumer Engagement (CHCE) Provides Patients with the Tools to Improve their Healthcare and Become Better Healthcare Consumers

CHCE has provided patient engagement support to healthcare professionals and delivered interactive health educational workshops to more than 13,000 New York City residents.

### About the Center

Since 2008, IPRO's Center for Healthcare Consumer Engagement has managed one of the largest self-management community based programs working with underserved populations in the nation, graduating more than 10,000 participants with pre-diabetes and diabetes to date. As a result of successful implementation of this program in New York, the Center has created additional healthcare educational workshops on nutrition, antibiotic stewardship, immunizations and chronic kidney disease and is working towards launching three new programs. IPRO's Center for Healthcare Consumer Engagement is involved in city-wide initiatives to address person-centered care and patient and family engagement in clinical and community settings. The Center represents IPRO's capability to leverage partnerships, expertise, highly skilled personnel and best practices to enhance consumer engagement by developing direct consumer healthcare program interventions that are measurable, sustainable, and replicable across community environments and clinical settings.

### The Problem

Every day, millions of people with chronic diseases struggle to manage their conditions. Chronic diseases can affect a person's ability to perform important activities, restricting their engagement in life and their enjoyment of family and friends.

A growing body of evidence demonstrates that patients who are more actively involved in their healthcare, experience better health outcomes and incur lower costs. Active partnerships with patients and their families are necessary for creating and sustaining patient-centered healthcare. Engaging patients, however, requires a firm understanding of the needs, issues, and strategies that ensure success.<sup>1</sup>

As a result, many public and private healthcare organizations are employing strategies to better engage patients, such as educating them about their conditions and involving them more fully in making decisions and managing their care.<sup>2</sup>

### The Approach

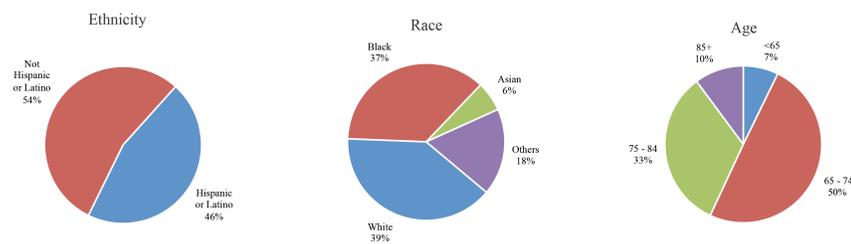
The Atlantic Quality Innovation Network of New York (AQIN-NY) works through IPRO's Center for Healthcare Consumer Engagement to empower patients and their families through culturally and linguistically appropriate health education and peer-led evidence based self-management programs in communities with a high prevalence of residents living with chronic diseases. The Center's staff of community health workers (CHW's) are trained in various nationally recognized self-management programs and work closely with community-based organizations (e.g., senior and community centers and faith-based organizations) to facilitate workshops across New York. The Center also provides valuable cultural competency and sensitivity trainings to clinical staff and fosters person and family empowerment methods to enhance the role of individuals in their care.

## Results/Outcomes

One of the pillars of IPRO's Center for Healthcare Consumer Engagement is the Everyone with Diabetes Counts (EDC) program, a national initiative to reduce disparities in the most vulnerable populations. To date IPRO has graduated over 2,700 participants in the program with significant

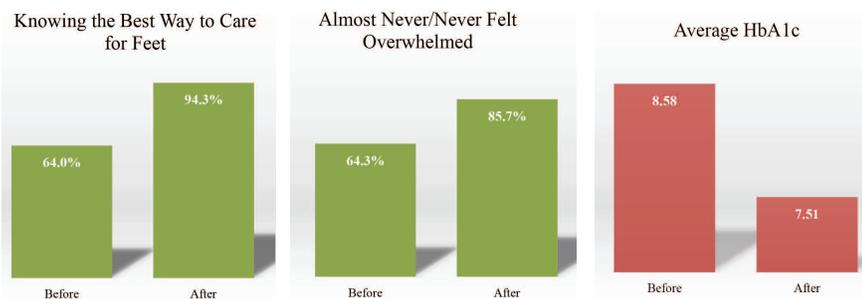
improvements in knowledge, behavior change, self-efficacy, hemoglobin A1c and blood pressure measures. In New York, IPRO aims to graduate 4,000 Medicare beneficiaries with diabetes or pre-diabetes in this program by July 2019.

## Highlights of EDC Program participants in New York State who graduated between January 2015 and June 2017.



Note: The race category "others" includes Pacific Islanders and Native Americans.

The three bar charts below reflect highlights of the assessment results for EDC participants on knowledge, self-management, and quality of life at the beginning and end of the diabetes self-management program.



Note: HbA1c results represent 10% of EDC participants who agreed to submit clinical data.

## IPRO's CHCE Community Based Health Education Programs

### Self-Management Programs

- Chronic Disease Self-Management Program
- Diabetes Self-Management Program
- Gateway Diabetes and Cardiovascular Health Self-Management Program

### Caregiver Programs

- Savvy Caregiver Program

### Consumer Health Learning Workshops

- Nutrition for Older Adults
- Antibiotic Stewardship
- Chronic Kidney Disease Awareness
- Immunizations
- Living a Healthy Life with Hypertension
- Sepsis (in development)
- End-of-Life Care Planning (in development)
- Opioids Use (in development)

## References

1. Making Sense of "Consumer Engagement" Initiatives to Improve Health and Health Care: A Conceptual Framework to Guide Policy and Practice. Milbank Q. 2013 Mar; 91(1): 37-77. Jessica N Mittler, Grant R Martsof, Shannon J Telenko, and Dennis P Scanlon
2. "Health Policy Brief: Patient Engagement," Health Affairs, February 14, 2013.

## For information about the program, contact

Janice Hidalgo, BA, Director, Center for Healthcare Consumer Engagement Program at [janice.hidalgo@area-i.hcqis.org](mailto:janice.hidalgo@area-i.hcqis.org)

## For information on IPRO, contact

Jennifer Edwards, DrPH, Assistant Vice President, Strategic Planning at [jedwards@ipro.org](mailto:jedwards@ipro.org)