

Consumer Engagement



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

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. 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

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.¹

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.²

The Approach

IPRO works through IPRO's Center for Healthcare Consumer Engagement empowers 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 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/Clinical Outcomes

One of the pillars of IPRO's CHCE 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.

continued

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

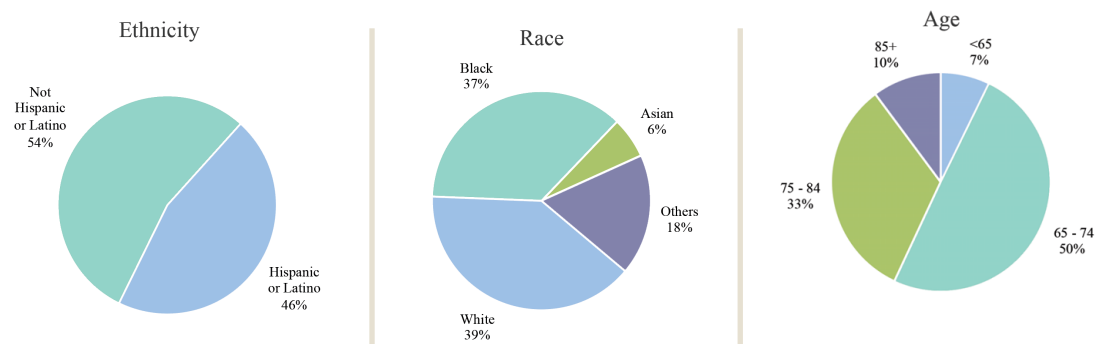
Caregiver Programs

- 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)

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.

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 Martsolf, Shannon J Telenko, and Dennis P Scanlon
2. "Health Policy Brief: Patient Engagement," *Health Affairs*, February 14, 2013.

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IPRO brings policy ideas to life

IPRO helps clients realize better health through its organizational competencies. We

- Support state and federal government agency problem solving
- Foster consensus among varied stakeholders for quality improvement action
- Evaluate and select most appropriate methodologies to investigate clinical quality problems
- Facilitate collaborative provider education and action
- Harness information technology to drive quality improvement
- Build and apply quality measures
- Collect and analyze data on large scale
- Create tools to assess performance

