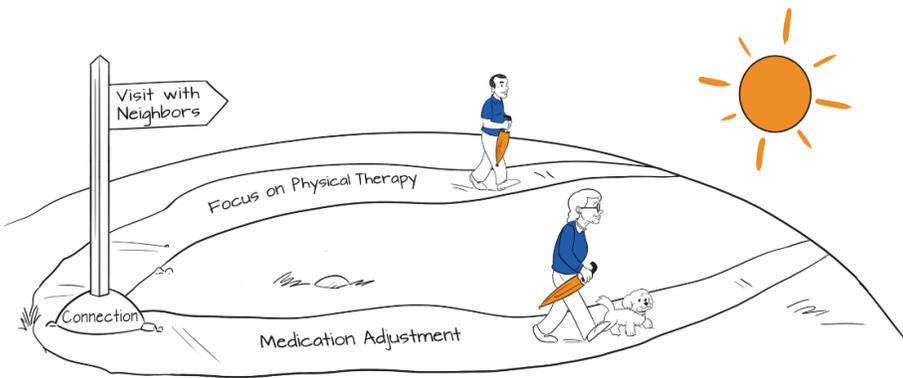


Patient priorities-aligned decision making in care of older adults

What is patient health priorities aligned decision making: Patient Priorities Care (PPC) aligns care with patients' health priorities (i.e. the health outcomes most desired given the healthcare each is willing and able to receive). PPC offers the opportunity to increase value by improving both outputs (desired health outcomes) and inputs (healthcare).



Why this is important: Patient priorities aligned decision making has the potential to simplify decision making for clinicians while reducing burden and costs and improve outcomes for patients and health systems. This is especially useful

when caring for complex patient since healthcare for older adults with MCCs is burdensome (for patients, clinicians, and health systems), potentially harmful, expensive, fragmented, and of uncertain benefit ([Tinetti ME, Esterson J, Ferris R, Posner P, Blaum CS. Patient Priority-Directed Decision Making and Care for Older Adults with Multiple Chronic Conditions Clin Geriatr Med. 2016;32\(2\):261-275](#)).

What health care members do:

Health system Leadership

- Endorse the approach
- Support practice management in preparation time, IT, and data requests
- Consider disseminating approach if proven of value

Practice management

- Endorse the approach
- Support preparation time for clinicians and staff
- Prioritize IT components (e.g. incorporation of priorities template into EHR; disseminate EHR smart-phrases that support and document patient priorities aligned decision making)
- Provide access to necessary administrative and EHR data:
 - Identify older adults with MCCs likely to get the most benefit from PPC
 - Support use of billing codes to support PPC when appropriate
 - Healthcare utilization data and costs (e.g. visits, diagnostic tests, procedures, ED, hospitalizations) if evaluation of effectiveness and value is of interest



Clinicians

Preparation

- Participating primary clinicians (MD, APRNs, PAs) will complete training in health priorities aligned decision-making. This could include viewing the narrated powerpoints provided on the Patient Priorities Care Toolkit, along with supporting materials, or reaching out to the PPC team for more in-depth face to face training.



During implementation of PPC

- Develop criteria and implement approach for identifying patients that works for the setting.
- Invite and encourage eligible patients to identify their health priorities during their regularly scheduled visit (about 5-10 minutes per patient) or by patient portal/letter.
- Discuss patient's Health Priorities with patient, starting with the One Thing, to determine actions needed to achieve health goals.
- Use patients' health priorities and the Decisional Guidance in clinical decision-making and communication (with patients and other clinicians).
- Document (option of using smart phrases that will be provided) patient priorities informed decisions (e.g. medications started or stopped; self-management tasks started or stopped; referrals ordered or avoided; diagnostic tests, procedures recommended or not).

Health priorities facilitators*

Preparation

- Identify who will help patients identify their health priorities (can be any members of the healthcare team - MA, nurse, APRN, case coordinator, PA, SW, MD - preferably with motivational interviewing skills)
- Selected facilitators will complete training in health priorities facilitation training. This could include viewing the narrated powerpoints provided on the Patient Priorities Care Toolkit, along with supporting materials, or reaching out to the PPC team for more in-depth face to face training.

During implementation of PPC

- Incorporate Health Priorities Identification into the workflow of the site. Help selected patients identify their health priorities (includes short review of EHR if not familiar with patient - about 15 minutes – prior to contact); This involves a 20-30 minute session with patient (and caregivers when appropriate) to complete the Health Priorities Template. Occasionally a longer session is necessary if the facilitator is new to health priorities identification. Can be done during a primary care visit, as part of annual wellness visit, as a virtual visit, by phone, or in home.
- Transmit the Health Priorities Template to EHR (to an agreed upon site).
- Optional activities: 1) discuss priorities or other issues arising during the process with primary clinician; 2) send a copy of the Template to the patient; 3) update priorities template with change in health status



**if designating a Health priorities facilitator is not feasible, a self-directed website for patients (and/or caregivers) to identify health priorities is available at www.MyHealthPriorities.org*

Office staff

Preparation

- Become familiar with the project and roles.

Ongoing

- Encourage patients to participate, answer patients questions; may schedule some priorities identification sessions; remind primary clinicians if a PPC patient is being seen; remind patients to discuss their Health Priorities with their clinician.