Patient Priorities Care: Roles and Responsibilities

What is Patient Priorities Care:
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 a flexible approach to identify and act on What Matters Most to patients.

Why patient priorities aligned decision making is important:
Patient priorities aligned decision making has the potential to simplify decision making for clinicians and other health professionals while reducing burden and costs and improving outcomes for patients and health systems. This approach is particularly helpful when caring for complex patients such as older adults with multiple conditions for whom healthcare often is burdensome (for patients, clinicians, and health systems), potentially harmful, expensive, fragmented, and of uncertain benefit.

Team Roles and Responsibilities:

Health system Leadership and practice management
- Endorse the approach.
- Identify a champion to support the team with training and implementation.
- Support preparation time for clinicians and staff.
- Facilitate use of appropriate billing codes to support PPC when appropriate.
- Prioritize IT components (e.g., incorporate health priorities into electronic health records; document patient priorities aligned decision making).
- Track healthcare utilization data and costs if evaluation of effectiveness and value is of interest.

Champions
- Become expert in all aspects of PPC to facilitate training and support for the team.
Clinicians and health professionals

- Complete training in health priorities aligned decision-making.
- Participate in case-based huddles with peers while participating in PPC implementation.
- Align care with each patient’s health priorities:
  - Start encounters by reviewing patient’s health priorities.
  - Consider if the patient’s current and potential care is consistent with patient’s health outcome goals & care preferences.
  - Use the patient’s One Thing to select care likely to achieve patient’s health goals.
  - Use PPC strategies in clinical decision-making and communication with patients and other health professionals.
  - Document patient priorities informed decisions.

Team member who helps identify patients’ health priorities*

- Complete training in health priorities identification.
- Participate in case-based huddles with peers while participating in PPC implementation.
- Help patients identify their health priorities – This can be done in person, by phone, or virtual (telemedicine) visit.
- Incorporate patients’ health priorities into the electronic health record in a place accessible to all team members.

*Any member of the healthcare team – medical assistant, nurse, APRN, case coordinator, physician assistant, SW, MD (preferably with motivational interviewing skills) can identify patients’ health priorities. For patients and caregiver who are able and interested, self-directed website for patients (and/or caregivers) to identify health priorities is available at www.MyHealthPriorities.org

Administrative staff

- Learn basics of PPC to answer patients’ questions; help incorporate PPC into clinical workflow as determined by the healthcare team.

To access trainings or learn more about how to implement Patient Priorities Care, visit www.patientprioritiescare.org