

Reaching for Patient-Centered High Value Care: Working Toward the State of the Science in a Toolkit

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Background: Models of health system change offer a powerful tool for high value care (i.e. sustainable care in which the benefits outweigh the harms and costs to patients, providers, and systems). To optimize change, efforts need to begin with high quality evidence and acknowledge patients as the final arbiters of care. Further, all levels of system leaders need readily available evidence, tools, and resources to facilitate patient-centered high value care.

Workshop Learning Objectives: In this workshop, participants will:

- 1) Explore concepts of value and their intersection with patient-centeredness,
- 2) Reflect on the pathway to patient-centered high value care and how the evidence and toolkit support that pathway,
- 3) Use the toolkit to assess the resources, attitudes, and habits in their own settings and how those compare to best evidence, and
- 4) Provide their opinions on needed additional resources, and the dissemination, implementation, and testing of the toolkit.

Description of Toolkit Methods, Results, and Conclusions: To facilitate patient-centered high value care, the Reaching for High Value Care team undertook a scoping review of patient-centered care (PCC) and its relationship to a high value care change model, translated findings to a toolkit of evidence briefs and resources for all levels of system leaders, and sought input on these briefs from key stakeholders, including leaders of the International Shared Decision Making Society and other key leaders in shared decision making and high value care, until no additional feedback was solicited.

In this review, we found insufficient evidence to determine the effects of interventions designed to promote the overall process of PCC. However, we found multiple interventions to support the individual sub-processes of PCC for patients, providers, and systems. When we translated our findings into a toolkit of evidence briefs, stakeholders noted that the toolkit was clear, simple, thorough, timely, and likely to be useful globally. They also suggested additions and revisions that improved the shared purpose and quality of this work. This toolkit now needs broader stakeholder input, dissemination, implementation, and further testing to determine its usefulness in promoting health, wellbeing, patient satisfaction, and sustainable systems.

Pre-requisites: none

Maximum number of participants: 60