

# Improving **H**ospital **O**utcomes through **P**atient **E**ngagement: the **i-HOPE** study

- The webinar will begin shortly – please enter your audio PIN if you wish to introduce yourself or ask questions
- As a reminder please do not put yourself on hold during the call as other participants will hear your hold music

Thank you!

# Improving **Hospital Outcomes** through **Patient Engagement**: the **i-HOPE** study

## Stakeholder Webinar



# Agenda

- Project background
- Timeline
- Stakeholder activities
- Points of contact



# Background

- Hospitalization can be overwhelming
- Medical evidence is often insufficient to guide care
- We want to promote research related to how best to care for hospitalized patients



# The i-HOPE project

- Hospitalist researchers + patient partners joined forces to develop a priority research agenda
- Resource for patients, families, stakeholders, researchers, and funders
- Form connections between patients, stakeholders, and researchers



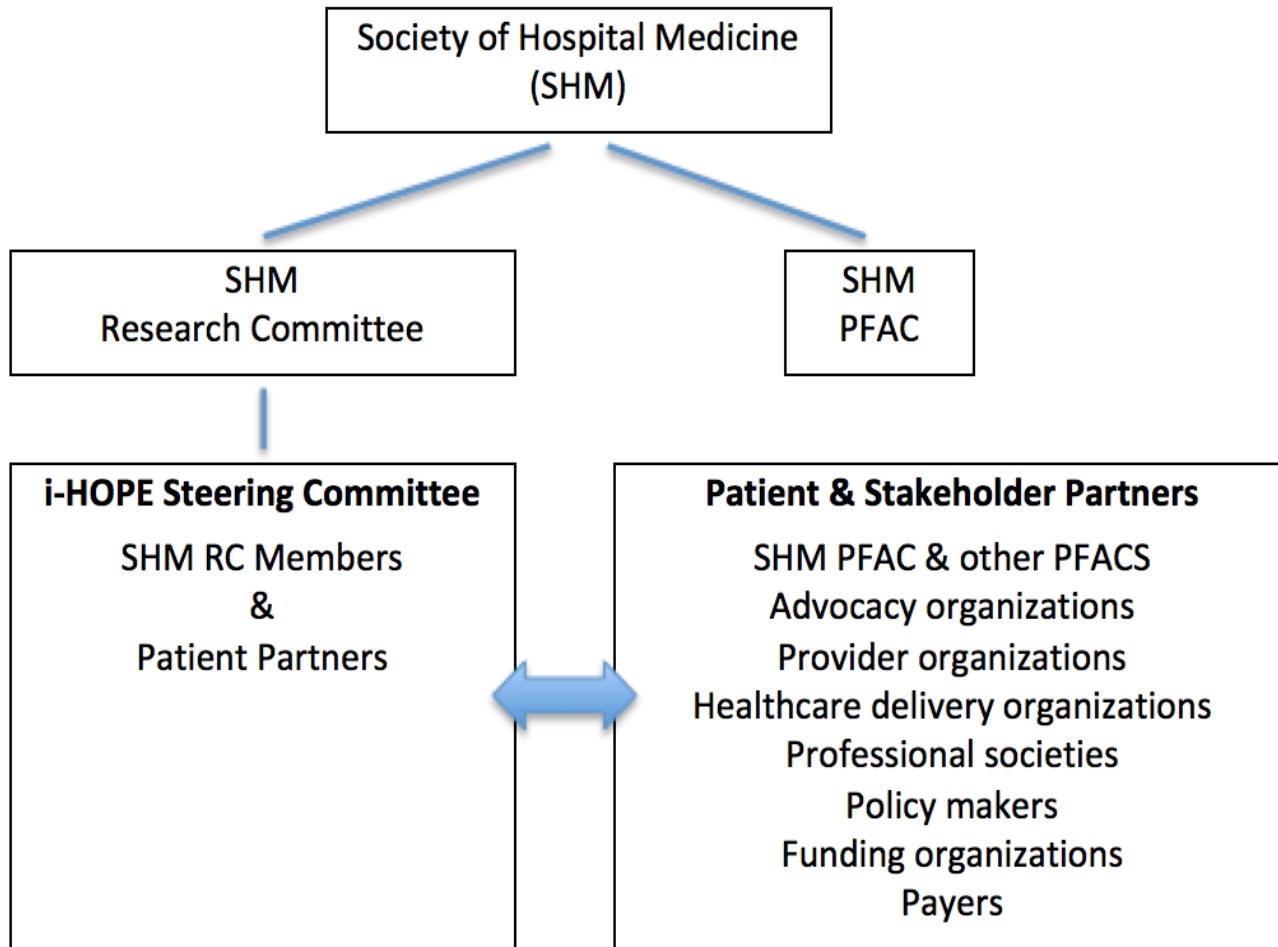
# PCORI Proposal: Primary aim

**Engage patients, families  
and other stakeholders to generate  
a priority list of research topics and  
unanswered questions  
important to the care  
of hospitalized patients.**

# PCORI Proposal: Secondary aim

Create a **network**  
**of patient, family, and stakeholder collaborators**  
**to advise, review, and participate**  
**in future research** undertaken  
in response to these priorities  
and focused on addressing questions  
identified in the research agenda

# Project Organization





# Steering Committee & PFACs

SHM RC Member	Patient Partner	“Home” Organization
Marisha Burden	Michelle Archuletta	Denver Health
Vineet Chopra	Georgianne Ziegler	The University of Michigan
Shaker Eid	Julie Hagan	Johns Hopkins Bayview Medical Center
Margaret Fang James Harrison	Jim Banta	The University of California at San Francisco
Kathlyn Fletcher		Medical College of Wisconsin
Wally Jaranilla	Cindy Bultena Joy Benn Lali Silva	HealthEast Care System Minnesota Hospital Association Minnesota Hospital Association
Luci Leykum	Esther Avitia	South Texas Veterans’ Health Care System / UT Health San Antonio
Monalisa Mullick	Melissa Wurst	Washington University in St. Louis

# How will we do this?

1. Obtain broad input regarding important unanswered questions in hospital care
2. Sort and categorize those questions
3. Prioritize questions
4. Disseminate findings



# James Lind Alliance

- Standard approach to priority-setting partnerships
- Multi-step approach:
  - Identification of stakeholders
  - Collect feedback re: unanswered questions
  - Refine / categorize questions
  - Prioritize questions x 2
  - Create dissemination plan



James  
Lind  
Alliance

Priority Setting Partnerships

# Project Timeline 1 of 4

Activity	Nov 2016 - Jan 2017	Feb 2017 - April 2017	May 2017 - July 2017	Aug 2017 - Oct 2017	Nov 2017 - Jan 2018	Feb 2018 - April 2018	May 2018 - July 2018	Aug 2018 - Oct 2018
<b>Step 1: Identification and invitation of potential partners</b>								
This step was initiated during the development of this proposal, and invitations sent								
Identify / invite any additional stakeholders identified during period of grant review	X							
Finalize group of stakeholder participants	X							
<b>Step 2: Initial stakeholder engagement / awareness training</b>								
Develop i-HOPE website on SHM website	X							
Conduct initial engagement webinars	X							
<b>Step 3: Identify unanswered questions</b>								
Create survey in REDCap	X							
Disseminate survey through PFACs and stakeholders		X						
Provide feedback regarding survey responses		X						

# Project Timeline 2 of 4

<b>Activity</b>	Nov 2016 - Jan 2017	Feb 2017 - April 2017	May 2017 - July 2017	Aug 2017 - Oct 2017	Nov 2017 - Jan 2018	Feb 2018 - April 2018	May 2018 - July 2018	Aug 2018 - Oct 2018
Compile all questions into a single file		X						
<b>Step 4: Refine questions</b>								
Initial question review for scope and category / topic			X					
Create new categories / topics from those initially categorized as “other”			X					
Review of new categories by PFACs				X				
Review of new categories by stakeholders via webinar				X				
Format and combine questions					X			
Verify unanswered questions					X			
Post refined questions and categories / topics on i-HOPE website					X			
<b>Step 5: Prioritization</b>								
Interim priority setting via web-based process						X		

# Project Timeline 3 of 4

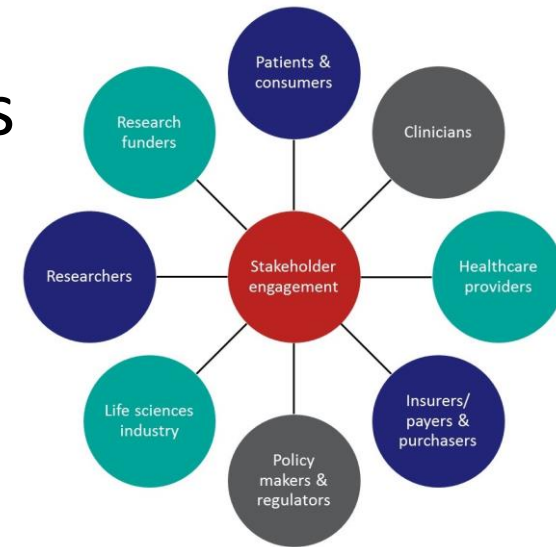
<b>Activity</b>	Nov 2016 - Jan 2017	Feb 2017 - April 2017	May 2017 - July 2017	Aug 2017 - Oct 2017	Nov 2017 - Jan 2018	Feb 2018 - April 2018	May 2018 - July 2018	Aug 2018 - Oct 2018
Compilation of weighted ranks from interim priority setting						X		
Dissemination of weighted ranks to stakeholders (directly and through i-HOPE website)						X		
Final priority-setting in-person meeting							X	
<b>Step 6: Dissemination</b>								
Prepare final report							X	X
Disseminate final report to participants / PFACs / Stakeholders								X
Post priority list, dissemination plan, and final report on i-HOPE website								X
Prepare manuscript								X
Submit meeting presentations								X
Activities targeted to non-provider audiences (blogs, local media)								X

# Project Timeline 4 of 4

<b>Activity</b>	Nov 2016 - Jan 2017	Feb 2017 - April 2017	May 2017 - July 2017	Aug 2017 - Oct 2017	Nov 2017 - Jan 2018	Feb 2018 - April 2018	May 2018 - July 2018	Aug 2018 - Oct 2018
Other activities identified during in-person meeting								X
<b>Meeting logistics-related</b>								
Identify location for in-person meeting	X							
Finalize logistics of on-site meeting	X	X						
Send materials for on-site meeting to participants						X		
Assisting with travel arrangements, reimbursements						X	X	

# Stakeholder activities

1. Disseminate survey to your constituents
2. Provide feedback on the question categories
3. Participate in prioritization process
4. Assist with dissemination



***Identify people to participate in the above!***



# 1. Survey

(May – June 2017)



- Obtain input from your members / constituents via on-line survey tool
- Survey tool was piloted by PFACS and inter-professional providers
- Survey can be accessed from i-HOPE website

# iHOPE Hospital Questions Survey



## Have you ever left the hospital with unanswered questions?

This survey will help research teams learn the questions that patients, families, caregivers, and other healthcare stakeholders want answered.

### **How to complete this survey:**

Are you a patient or caregiver? Think about your experience during and after any hospital stay. Think about the questions that you had during the hospital stay or after you left the hospital that were left unanswered or that were confusing.

Are you a healthcare provider or a member of a healthcare-related organization? Are there any uncertainties about patient care during and after the hospital stay, or areas where you feel there should be more evidence to guide care? This could include any aspect of care - treatments, processes, decision-making, discharge planning, etc.

Please share these questions with us!

The question(s) that you share about the hospital stay experience or about the after-hospital experience could lead to the development of helpful solutions that would improve care for patients and patient families in the future. Please participate in this survey by sharing your unanswered question(s) with us.

**Your questions will be confidential and your name will not be used.**

***By submitting a question, you are agreeing to allow us to use these questions for our research to improve hospital care.***

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## **Your Question(s)**

**Please submit your first question.**

***(After submitting your first question, you will be asked if you would like to submit additional questions, up to 3 total)***

Expand

***\*\*\*By submitting a question, you are agreeing to allow us to use these questions for our research to improve hospital care.\*\*\****

**Would you like to submit another question for consideration?**

Yes

No

reset

**What happens next?**

The responses from this survey will help our committee identify the most important questions patients, families, caregivers, and other healthcare stakeholders have about care in the hospital or care immediately following a hospitalization.

**Who are we?**

We are the "Improving Hospital Outcomes through Patient Engagement" (i-HOPE) Steering Committee. The i-HOPE Study project is funded through the Patient-Centered Outcomes Research Institute (PCORI) Eugene Washington Engagement Award EAIN-3939.

**Want to learn more about this project?**

Go to our website at:

[Society of Hospital Medicine iHOPE](#)

Read more about these types of research projects that bring all voices together at:

[www.pcori.org](http://www.pcori.org)

Sign up on our email list by writing in your email address here:

**Please tell us about yourself. (Optional)**

- I am a patient
- I am a family member or caregiver
- I am a health care provider or employee of a health care organization
- I am a researcher in the area of health care or a related industry
- I represent a purchaser ~ (those who purchase health benefits for employees and their dependents)
- I represent a payer, or insurer organization
- I represent a manufacturer of pharmaceuticals, devices, diagnostics, and / or applications related to the health care industry.
- I represent a hospital or health system
- I represent a policy maker organization
- I represent a training institution
- Other

Please select all that apply.

**If you are a health care provider or employee of a health care organization, where, or in what area do you primarily work? (Optional)**

- Acute care
- Post-acute care
- Primary care
- Other ambulatory care
- Other
- Not applicable

Please select all that apply.

**What organization gave you access to this survey?**

**Submit**

**Save & Return Later**

## 2. Feedback on categories

August – October 2017

- We will sort questions, assigning them to categories
- Some categories are already anticipated, but new ones will be created
- We will send you potential categories, and ask for your feedback via email or on webinar discussion

# Examples of categories

Disease-Specific Topics	Process / Systems Topics
Acute coronary syndromes	Advanced Care Planning
Acute renal failure	Care of vulnerable populations
Alcohol / drug withdrawal	Care Transitions (includes readmissions)
Asthma	Catheter-associated infections
Cardiac Arrhythmias	Communication
Cellulitis	Diagnostic decision making
Chronic Obstructive Pulmonary Disease	Drug safety
Cirrhosis	Evidence-based medicine
Congestive Heart Failure	Fall prevention
Delirium & Dementia	Hospital-acquired conditions
Diabetes Mellitus	Information management Electronic health records
Gastrointestinal Bleeding	Management practices
Pain management	Models of Care
Perioperative medicine	Nutrition
Pneumonia (community & hospital acquired)	Patient education
Sepsis	Patient experience
Stroke	Patient safety / quality improvement
Surgery	Physical Function / Frailty
Urinary tract infections	Post-acute care
Venous thromboembolism	Team-based care
	Workforce

# 3. Prioritization process – Step 1

(February – April 2018)

- We will send you a list of the most frequently submitted categories & questions
- You will send us back what you think are the top 10 most important
- You can use whatever approach you think appropriate to make this determination



# 3. Prioritization process – Step 2

(May – June 2018)

- We will meet in person to review the results of Step 1 prioritization, and come up with a final list
- We will identify strategies to disseminate our results



# 4. Dissemination and beyond

- We would appreciate your help with disseminating the priority agenda
- Researchers may be interested to contact or collaborate with you on projects to answer the questions



# Logistics for in-person meeting

- A location that will be chosen based on convenience for patients & stakeholders
- We will find dates most convenient for participants
- Travel covered by PCORI project contract



# Participating Stakeholders

## Stakeholder Partner Organization

Alzheimer's Association

American Academy of Hospice & Palliative Medicine

American Academy of Neurology

American Academy of Physical Medicine & Rehabilitation

American Association of Nurse Practitioners

American College of Clinical Pharmacy

American Geriatrics Society

American Society of Plastic Surgeons

Health Research & Educational Trust

Institute for Healthcare Communication

Institute for Healthcare Excellence

Institute for Patient and Family Centered Care

Minnesota Hospital Association

National Alliance for Caregiving

PCORI Ambassador Program

Society for Post-Acute and Long-Term Care Medicine (formerly known as AMDA-American Medical Directors Association)

Society of General Internal Medicine

Society of Medical Decision Making

US Department of Veterans Affairs, Health Services Research & Development

US Department of Veteran Affairs, Hospital Field Advisory Committee

# Points of Contact

- Becky Coker – Project Manager
- Luci Leykum – STVHCS / UT Health
- James Harrison – UCSF
- [i-Hope@uthscsa.edu](mailto:i-Hope@uthscsa.edu)

# Improving **H**ospital **O**utcomes through **P**atient **E**ngagement: The i-HOPE Study

**Overview**

Background

Project  
Timeline

Steering  
Committee

Patients and  
Stakeholders

Interim  
Results

Research  
Agenda

- Centralized resource to keep you and your constituents apprised of project status
- Updated with each project milestone
- Final research agenda will be housed here