



Patient Centered Care in Chronic Disease Management

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Objectives

- Discuss 2 skills in building a foundation of trust with patients.
- Discuss 5 keys to increase our listening skills.
- Identify 2 risk factors in preventing a crisis through whole patient centered care.
- Identify 3 tools that aid in care giver support.

Whole Patient Assessment

How to Gain Trust in the Exam Room



Patient Story : Building Trust

Elements of Building Trust

- **Show Empathy Since Day One**
- **Make The Best Of Your Time With The Patient**
- **Body Language Matters**
- **Respect Your Patient's Decisions**
- **Check Information**

How to Maintain Trust

- A doctor's reputation is an effective way to maintain and share one's positive relationships with patients. When always acting with honesty and integrity, public trust will remain high for any health care provider.
- That means nurturing many aspects:
- Following ethical standards and procedures
- Always being open and honest when dealing with patients
- Maintaining confidentiality between doctor and patient
- Show respect and care, while also respecting your professional boundaries
- Communicate effectively, check information, be open and honest, and forget any preconceived notions

Cultural Aspects of Building Trust

- To build trust with patients from diverse backgrounds, healthcare providers should¹²³⁴⁵:
 - Adopt an approach rooted in cultural humility.
 - Foster awareness, provide education, ensure language access, respect cultural beliefs, and collaborate with community leaders.
 - Listen carefully to the family's perception of the patient's situation before presenting their own perception.
 - Learn about other cultures to overcome unconscious biases that could lead to conflict or misunderstandings.
 - Use inclusive language in written and verbal discussions.
 - Make time to speak, be heard, be seen, and create a relationship.
 - Share the decision-making process.

Are You Listening to Me?



Tips on Active Listening

- **5 keys to improving physicians' active listening skills**
- Concentrate on the patient only ...
- Practice mindful listening, not focusing on what you are going to say ...
- Eliminating distractions promotes active listening ...
- Mind your body language and nonverbal communication ...
- Ask if the patient has any more questions before ending ...

Have you Seen the CAHPS Survey?

TERMINOLOGY: What is CAHPS?

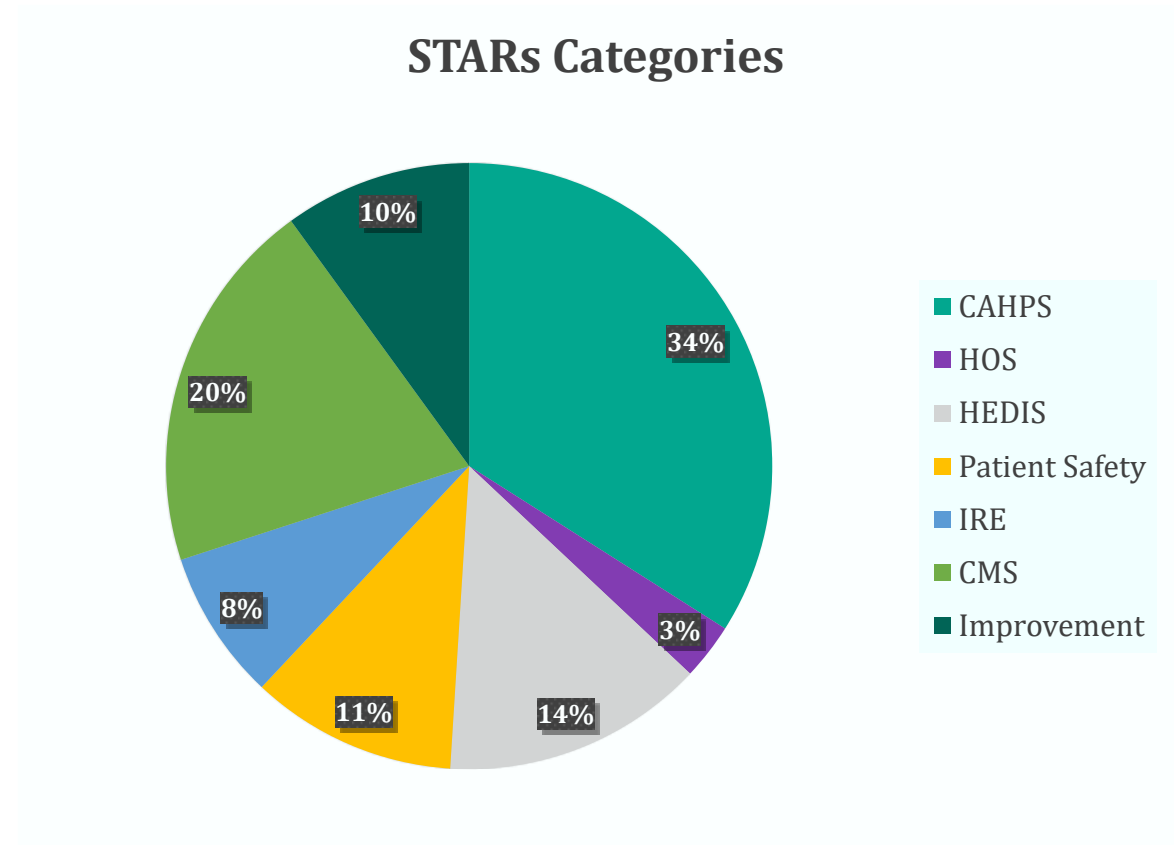
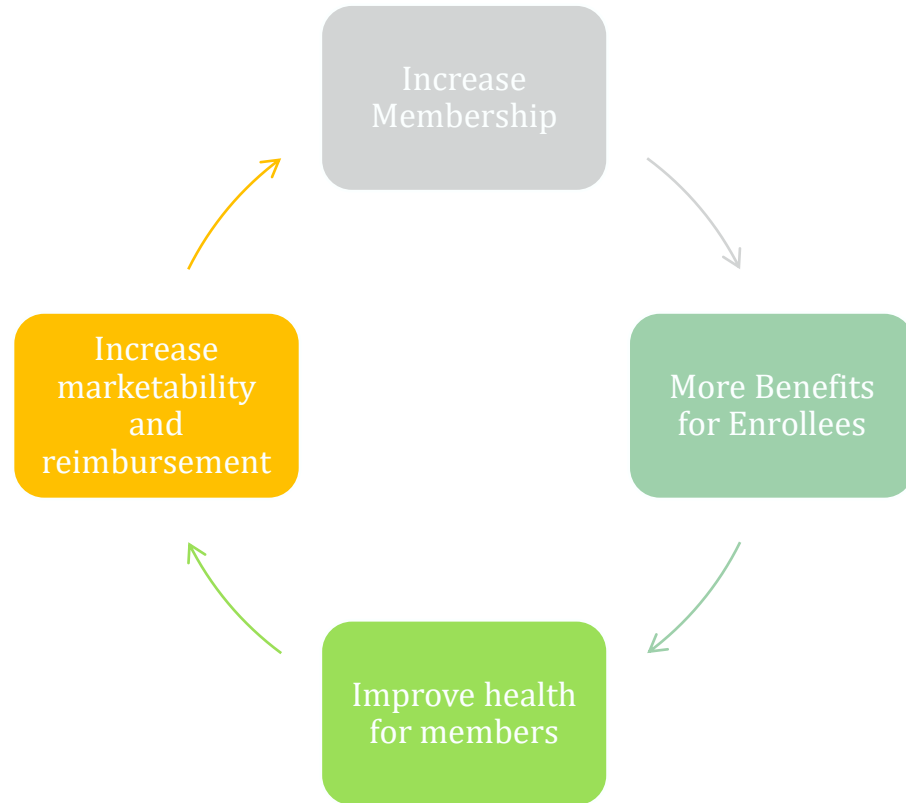
Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey

Administered annually by CMS via an approved vendor

A random sample of Medicare Advantage patients are selected to participate

Survey is used to evaluate and understand patients' perception of their providers, health care system and prescription drug services

STARS Overview



Your Personal Doctor

11. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
 No → If No, Go to Question 27

12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → If None, Go to Question 27
 1 time
 2
 3
 4
 5 to 9
 10 or more times

13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

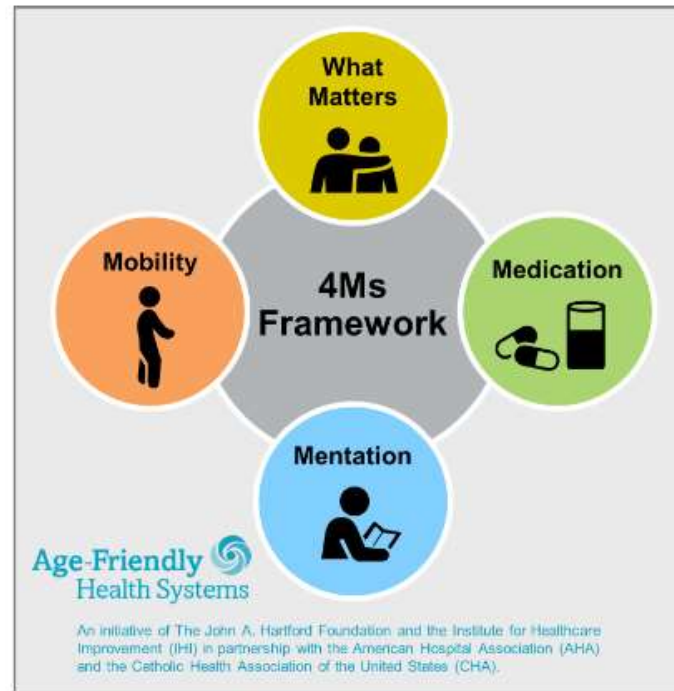
- Never
 Sometimes
 Usually
 Always

14. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
 Sometimes
 Usually
 Always

- According to the US Census Bureau, the US population aged 65+ years is expected to nearly double over the next 30 years, from 43.1 million in 2012 to an estimated 83.7 million in 2050.
- These demographic advances, however extraordinary, have left our health systems behind as they struggle to reliably provide evidence-based practice to every older adult at every care interaction

Preventing Crisis Through Whole Centered Patient Care



For related work, this graphic may be used in its entirety without requesting permission. Credit: Use and guidance at [this.org/AgeFriendly](https://www.agefriendlyhealth.org).

What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

Discussing What Matters with Patients

Patient Story

Advance Care Planning

Quick Tips on Advance Care Planning

- Treat it as a conversation vs a destination (DNR forms)
- Ask open ended questions about what a patient values most
 - What gives you strength?
 - What does a good day look like for you?
 - What would be too much?

Medication Deprescribing



You May Be at Risk

You are taking one of the following sedative-hypnotic medications:

- | | | |
|---|---|---|
| <input type="radio"/> Alprazolam (Xanax®) | <input type="radio"/> Diazepam (Valium®) | <input type="radio"/> Temazepam (Restoril®) |
| <input type="radio"/> Bromazepam (Lectopam®) | <input type="radio"/> Estazolam | <input type="radio"/> Triazolam (Halcion®) |
| <input type="radio"/> Chlorazepate | <input type="radio"/> Flurazepam | <input type="radio"/> Eszopiclone (Lunesta®) |
| <input type="radio"/> Chlordiazepoxide-amitriptyline | <input type="radio"/> Loprazolam | <input type="radio"/> Zaleplon (Sonata®) |
| <input type="radio"/> Clidinium-chlordiazepoxide | <input type="radio"/> Lorazepam (Ativan®) | <input type="radio"/> Zolpidem (Ambien®, Intermezzo®, Edluar®, Sublinox®, Zolpimist®) |
| <input type="radio"/> Clobazam | <input type="radio"/> Lormetazepam | <input type="radio"/> Zopiclone (Imovane®, Rhovane®) |
| <input type="radio"/> Clonazepam (Rivotril®, Klonopin®) | <input type="radio"/> Nitrazepam | |
| | <input type="radio"/> Oxazepam (Serax®) | |
| | <input type="radio"/> Quazepam | |



Do I still need this medication?

You are currently taking a proton pump inhibitor (PPI):

- | | |
|--|--|
| <input type="radio"/> Dexlansoprazole (Dexilant®) | <input type="radio"/> Pantoprazole sodium (Pantoloc®, Panto IV®) |
| <input type="radio"/> Esomeprazole (Nexium®) | <input type="radio"/> Pantoprazole magnesium (Tecta®) |
| <input type="radio"/> Omeprazole (Losec®, Olex®) | <input type="radio"/> Rabeprazole (Pariet®) |
| <input type="radio"/> Lansoprazole (Prevacid®, Prevacid Fast Tab®) | |

* Generic brands often start with the words: APO, Novo, Pms, Ratio, Sanis, Teva



You may be at risk if you are taking

opioids/narcotics for chronic pain

Are you taking one of the following medications?

- | | |
|---|--|
| <input type="checkbox"/> Buprenorphine (Butrans®) | <input type="checkbox"/> Methadone (Metadol®) |
| <input type="checkbox"/> Codeine (Tylenol NO. 1®, NO. 2®, NO. 3®) | <input type="checkbox"/> Morphine (MS-Contin®, M-Eslon®, Kadian®, Statex®) |
| <input type="checkbox"/> Fentanyl (Duragesic®) | <input type="checkbox"/> Oxycodone (OxyNeo®, Percocet®, Supeudol®) |
| <input type="checkbox"/> Hydrocodone (Hycodan®) | <input type="checkbox"/> Tramadol (Tramacet®, Ralivia®) |
| <input type="checkbox"/> Hydromorphone (Dilaudid®) | |
| <input type="checkbox"/> Meperidine (Demerol®) | |



Mentation

- Tips on differentiating Dementia, Depression and Delirium

Mobility

Crisis Prevention

- How and when to have a family / caregiver meeting.

Caregiver Support

Patient Story to illustrate the importance of Care Giver Support

Statistics On Caregivers

- Some statistics on caregiving in America are¹²:
- More than one in five Americans are caregivers, about 21.3% of the total American population².
- About 53 million American caregivers act as informal or family caregivers who don't get paid for a child or an adult in the past year².
- 24.4% of adults aged 45 to 64 years are caregivers compared to 18.8% of adults aged 65 years and older¹.
- One in four (25.4%) women are caregivers compared to one in five (18.9%) men¹.
- 23.1% of Whites are caregivers, compared to 24.3% of Blacks/African Americans, 17.9% of Hispanics, and 10.2% of Asians/Pacific Islanders¹.

Caregiver Support

- There are many ways to support a caregiver. Here are some ideas that might help:
 1. Coordinating help to give them a break: Caregiving can be exhausting. Offer to hold down the fort for a day or consider hiring a private nurse for a few hours.
 2. Connect them with support groups
 3. Listen: Caregivers may feel like people don't care about what they're going through, or at the very least don't understand. Focus on listening without judgement or interruption.
 4. Help with the day-to-day: Managing a person's care may already be a full-time job for some caregivers. Add day-to-day tasks like cooking and cleaning, and it's easy to see how one could feel overwhelmed.
 5. Praise them if they are doing a good job.



Thank you

THANK YOU

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