Improving Hospital Outcomes through Patient Engagement
The i-HOPE Study

Summary Slides

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**

Project aims

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

2. Create a network of patient, family, and stakeholder collaborators to advise, review, and participate in future research undertaken in response to these priorities

Stakeholder Partner Organizations

Agency for Health Research and Quality Evidence Based Practice Centers Scientific Resource Center

Alzheimer's Association

American Academy of Hospice & Palliative Medicine

American Academy of Neurology

American Academy of Physical Medicine & Rehabilitation

American Association of Neurological Surgeons

American Association of Nurse Practitioners

American College of Clinical Pharmacy

American Geriatrics Society

American Nurses Credentialing Center

American Society of Plastic Surgeons

Community First Health Plans

Congress of Neurological Surgeons

Health Hats

Health Research & Educational Trust - American Hospital Association

Institute for Healthcare Communication

Institute for Healthcare Excellence

Institute for Patient and Family Centered Care

Living Beyond Breast Cancer

Louise H. Batz Patient Safety Foundation

Minnesota Hospital Association

National Alliance for Caregiving

Partnership to Improve Patient Care

Patient Centered Outcomes Research Institute Ambassador Program

Planetree International

Society for Post-Acute and Long-Term Care Medicine

Society of General Internal Medicine

Society of Medical Decision Making

US Department of Veterans Affairs, Hospitalist Field Advisory Committee

US Department of Veterans Affairs, Health Services Research & Development

Approach to priority setting

- **James Lind Alliance: Standard approach to priority-setting partnerships**

- **Multi-step approach:**
  - **Identification of stakeholders**

  - **Collect feedback re: unanswered questions**

  - **Refine / categorize questions**
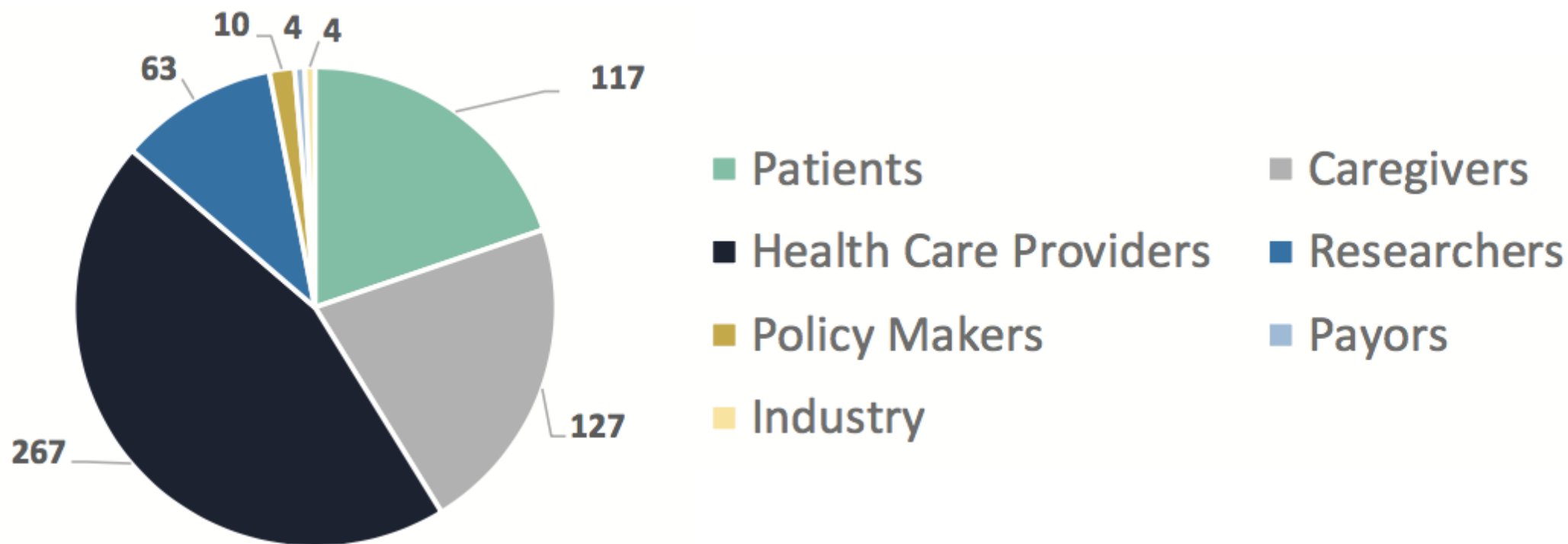
  - **Prioritize questions x 2**
  - **Create dissemination plan**

Society of Hospital Medicine | Empowering hospitalists. Transforming patient care.

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Who Submitted Questions?

499 respondents submitted 789 questions

Pie chart values: 117 (Patients), 127 (Caregivers), 267 (Health Care Providers), 63 (Researchers), 10 (Policy Makers), 4 (Payors), 4 (Industry)

Legend:
- Patients
- Health Care Providers
- Policy Makers
- Industry
- Caregivers
- Researchers
- Payors

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Prioritized Research Questions In original wording

1	How can we ensure shared decision-making and that patients and families are included in treatment decision-making and goals of care discussion?
2	How can the hospital discharge hand off to other care facilities (e.g. SNFs), primary care providers and specialists be made smoother?
3	How can education on medications, medical conditions, hospital care and discharge be better coordinated by the care team, and not so confusing and overwhelming to patients?
4	How can patients, family members, other caregivers and heath care teams work together to create effective discharge experiences that allow patients to feel empowered to manage their health once they get home?
5	How do we ensure that information provided by the care team during hospitalization and at discharge was clearly understood and clearly communicated by patients and caregivers?
6	How can we use telemedicine technology to improve transitions of care and reduce re-hospitalization?
7	Who do I call if I have any questions after I have been discharged?
8	Did your health-care providers explain to you what your problem or diagnosis is, what steps were done to further explore that condition, what treatment was undertaken, and what will still need to be done after discharge?
9	What are patient expectations related to the treatment of pain/chronic pain?
10	Which interventions improve medication reconciliation at key time points of the care trajectory (hospital/home, admission/discharge) and what are each intervention's outcomes?
11	Can hospital staff be more transparent about hospital practices (e.g. parking, cafeteria, rules about protocol for entering patient rooms, rounds, and sleep interruptions)?

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Prioritized Questions Refined for Research

1	What interventions ensure that patients share in decision making regarding their goals and plans of care?
2	What are the most effective discharge handoff practices between hospitals and other providers?
3	How can the care team best coordinate education on medications, medical conditions, hospital care and discharge for hospitalized patients to minimize confusion?
4	For inpatients, what comprises a collaborative discharge process that fosters understanding, empowerment, and effective management of their health at home?
5	What are effective strategies to identifying and overcoming barriers to comprehension of information delivered to patients during hospitalization and at discharge?
6	Can telemedicine technology be used to reduce readmissions or improve transitions of care in hospitalized patients?
7	Who should the patient call after discharge, if they have questions, concerns, or need to be connected to appropriate resources?
8	What are the most effective ways for patients and providers to partner in understanding information about diagnosis, steps taken to explore it, treatments undertaken, and what needs to happen after discharge?
9	What are patients' expectations related to the treatment of pain?
10	What are the best interventions to achieve medication optimization throughout a patient's care trajectory?
11	Would providing more clear and accessible information regarding hospital practices (e.g. parking, cafeteria, protocols for entering rooms, etc.) result in improved patient experiences compared to current practices?

Dissemination Plans

- **Patients, Patient & Family Advisory Councils**
- **Stakeholder partners**
- **Professional Societies**
- **Social media**
- **Presentations and papers**
- **Get involved! We hope you will use these questions for your own improvement efforts!**

Thank You!!

- **Visit the i-HOPE website to learn more, and get involved!**
- **https://ww.hospitalmedicine.org/clinical-topics/i-hope-study/**