



Patient & Family Engagement
Steven Landers, MD, MPH
Visiting Nurse Association Health Group

May 18, 2017

Notice of Disclosure:

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Introduction

Steven Landers, MD, MPH

President and CEO

Visiting Nurse Association Health Group

- Became a Visiting Nurse in June, 2012
- Prior to joining VNAHG, served as a leader for Cleveland Clinic's home care and post-acute care programs
- Family Medicine Physician and Geriatrician



Introduction: VNA Health Group

Responding to the needs of the community since 1912:

- Began as MCOSS
- Tending to those in the shadows
- TB control, child labor, migrant workers
- Public Health Nursing
- Medicare and Reagan Era reforms
 - *“Patients go home quicker and sicker”*
- Telehealth, transitions, care coordination, mobile tablets, statewide impact



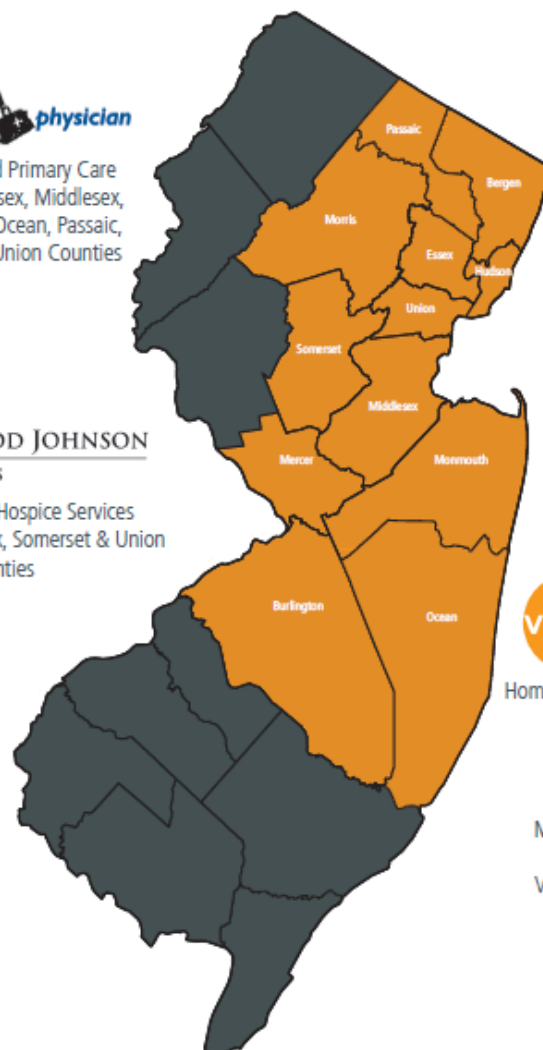
VNA Health Group Today



Home-Based Primary Care
in Bergen, Essex, Middlesex,
Monmouth, Ocean, Passaic,
Somerset & Union Counties

ROBERT WOOD JOHNSON
VISITING NURSES

Home Health & Hospice Services
in Mercer, Middlesex, Somerset & Union
Counties



Home Health & Hospice Services
in Bergen County
*Ruth Hyman Spiritual Support in the
Jewish Tradition Hospice Program*

**Barnabas Health
Home Care and Hospice**

Home Health & Hospice Services
in Essex & Hudson* Counties
*Services available only in Bayonne, East Newark, Harrison,
Jersey City, Kearny
Hospice in Morris & Passaic Counties
Private Care in Essex and Hudson Counties



Home Health, Hospice Services and Community-
Based Care in Burlington, Middlesex,
Monmouth & Ocean Counties

VNA of Central Jersey Private Care in
Middlesex, Monmouth & Ocean Counties

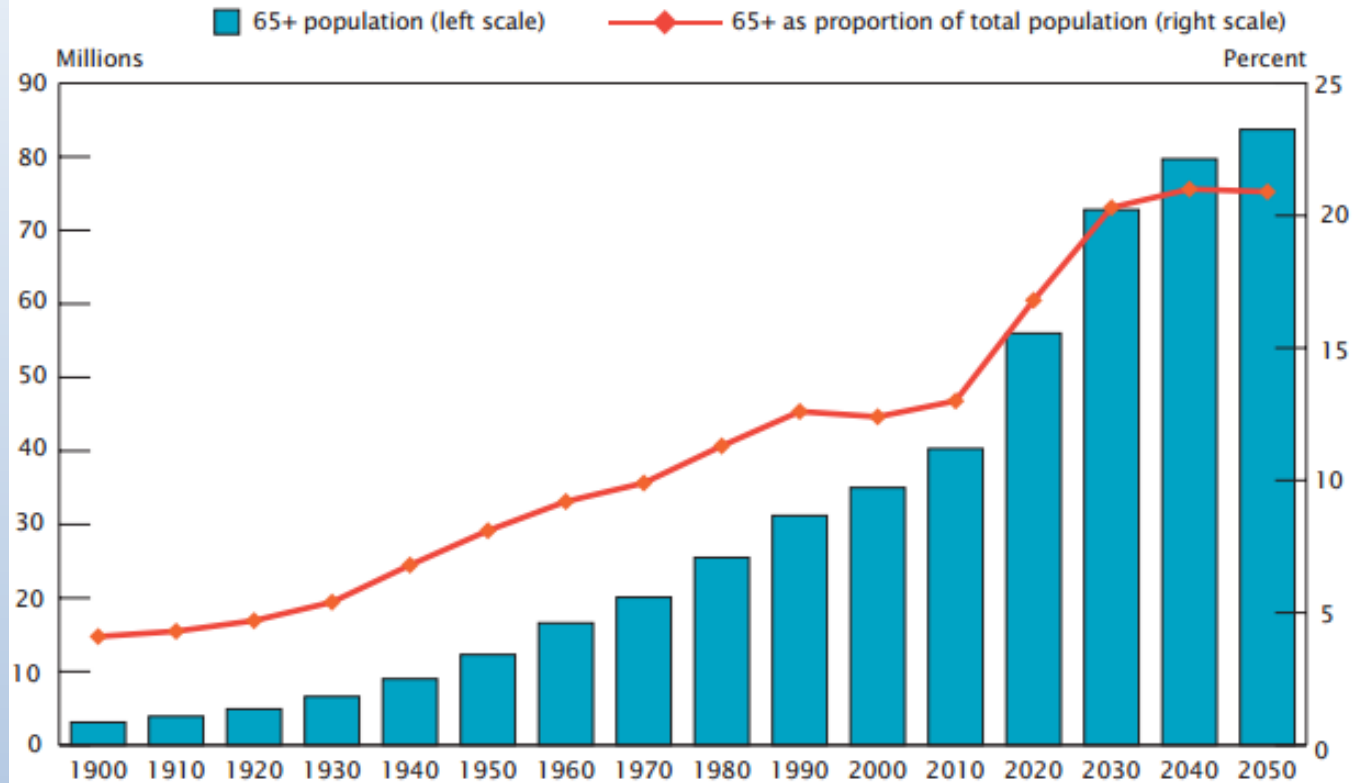
VNA of Central Jersey Community Health
Centers in Monmouth County*
*Asbury Park, Keansburg, Keyport, Red Bank

Children & Family Health Institute
Connected Health Institute
Advanced Care Institute

Aging Imperative

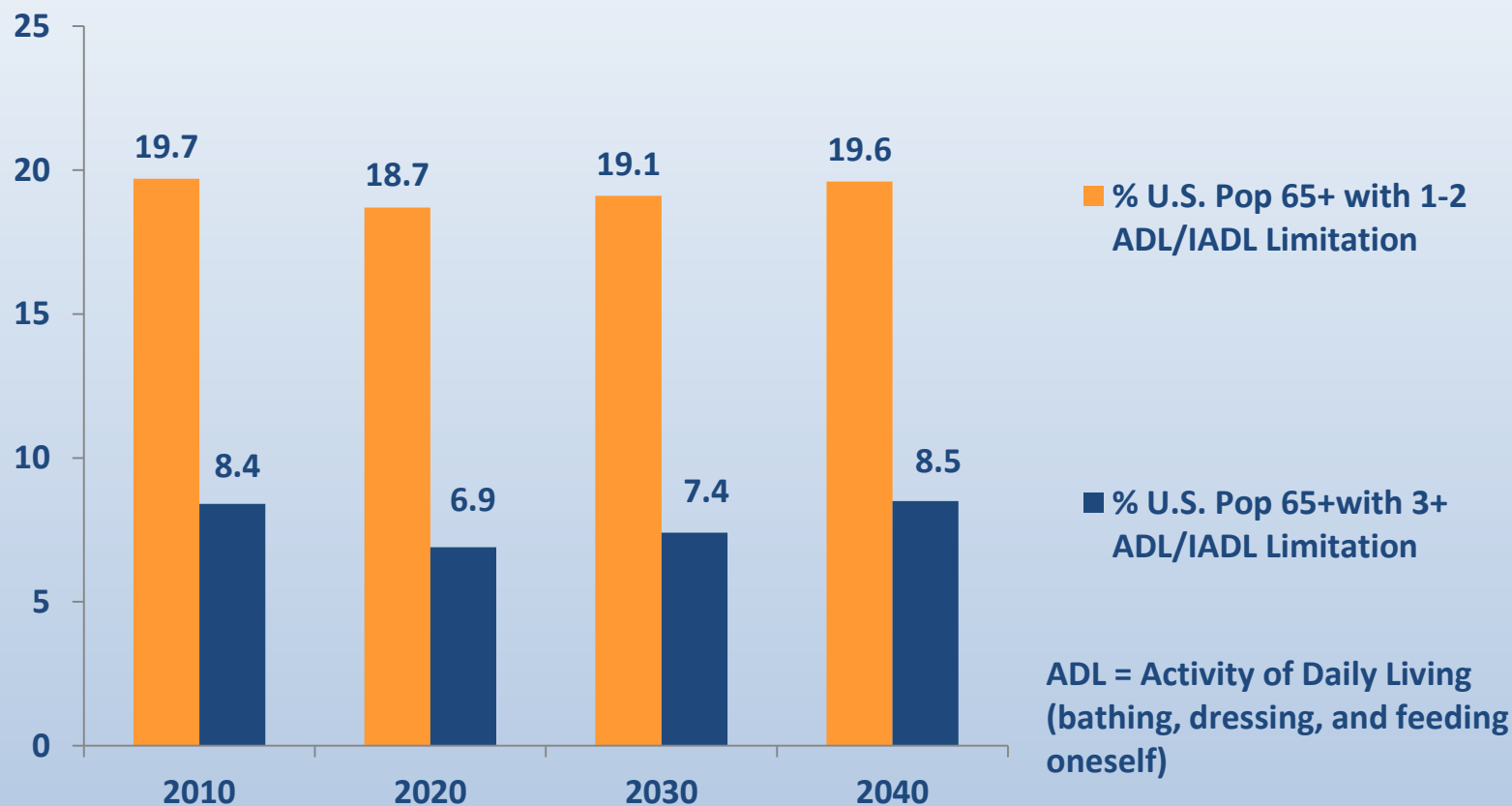
Population Aged 65 and Over: 1900 to 2050

(For information on confidentiality protection, nonsampling error, and definitions, see www.census.gov/prod/cen2010/doc/sf1.pdf)



Sources: 1900 to 1940, and 1960 to 1980, U.S. Bureau of the Census, 1983; 1950, U.S. Bureau of the Census, 1953; 1990, U.S. Bureau of the Census, 1992; 2000, U.S. Census Bureau, 2001; 2010, U.S. Census Bureau, 2011; 2020 to 2050, U.S. Census Bureau, 2012a; 1900 to 2010, decennial census; 2020 to 2050, 2012 *National Population Projections*, Middle series.

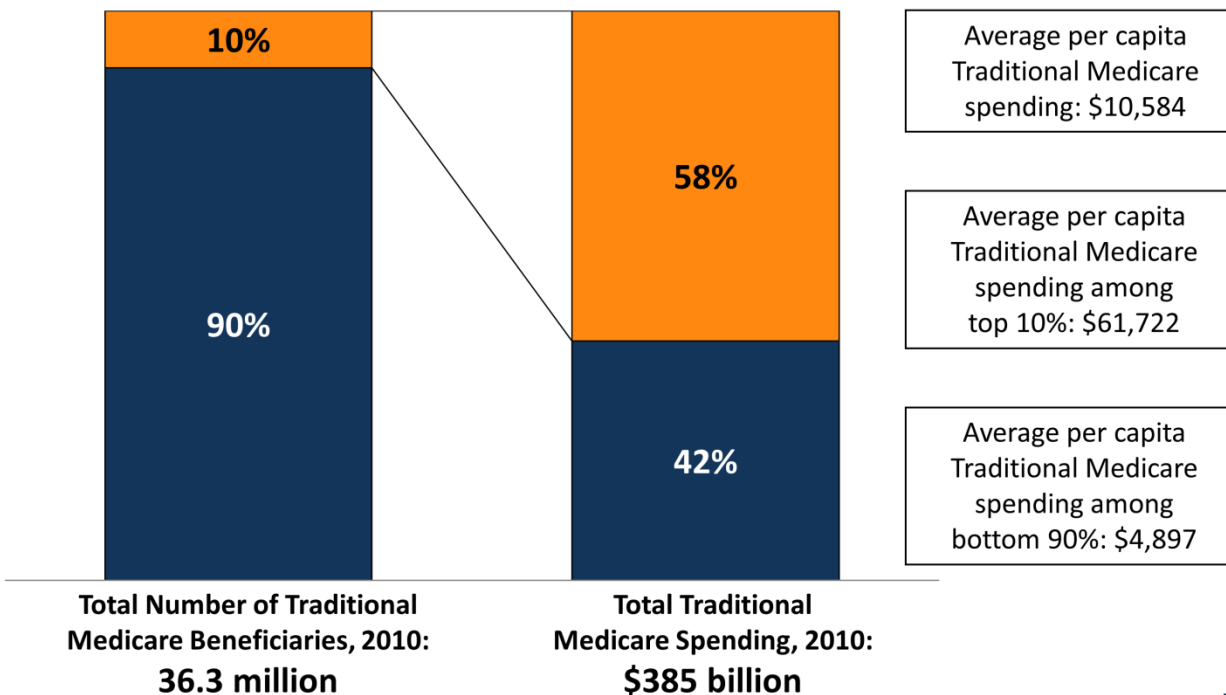
No Fountain of Youth



Mega Trends

Figure 25

Distribution of Traditional Medicare Beneficiaries and Medicare Spending, 2010



NOTE: Excludes Medicare Advantage enrollees.

SOURCE: Kaiser Family Foundation analysis of the Medicare Current Beneficiary Survey 2010 Cost and Use file.



Secret Weapons of Home Care

- Enhanced View of Patient and Caregivers
- Breaks Down Barriers to Care
- Strengthened Relationships
- Can Avoid Hazards
- Can Cost Less
- Often Desired More

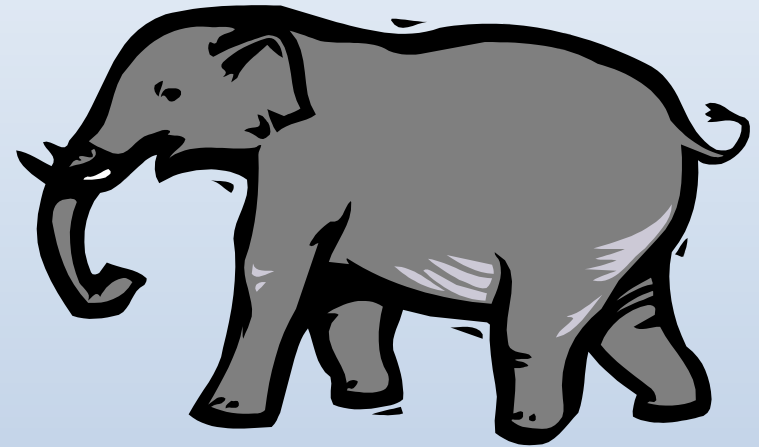


More Spending on Home Health

- 2012-2022 national home health spending projected to double from \$78B to \$157B
- Estimated CAGR of 6.1%
- Medicare and Medicaid represent 80% of current home health spending, with private pay and other sources accounting for remaining 20%
- National health spending and projections may underestimate industry size by missing non “health” caregiving services such as basic chore doing and driving

Elephant in the Room

- **End of Life Care / Goals of Care**
 - Hospice Transitions
 - Home Palliative Care
- **Custodial Care Issues**
 - AAA Partnerships
 - Elder Protection
 - Counseling About Options
 - Home to Residential Transitions



Home Centered Care Can Help

- Substitutive Home Health
- Transitional Care Supports
- Long Term Care At Home
- Medical House Calls
- Hospital at Home
- Palliative and
Advanced Illness Models

What Does it Mean to be Patient-Centered?

- Caring for patients and families in meaningful way
- Listening to, informing and involving patients in their care

IOM (Institute of Medicine) defines patient-centered care as:

“Providing care that is respectful of, and responsive to, individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions.”



VNAHG Patient Centered Models of Care

- Nurse Family Partnership
- Visiting Physician Services / Home-Based Primary Care
- Medicare Care Choices
- Early Intervention
- Special Child Health

“Hidden patient whose suffering goes unnoticed” -- Jack Medalie

Nurse Family Partnership

- Community health program aimed to improve prenatal care, quality of parenting
- Nursing intervention includes:
 - Health education
 - Advocating and helping client advocate for self and child
 - Guidance and support (life course development, goal setting, environmental and relationship health)

Visiting Physician Services

- Home-based primary care for older adults, often frail with multiple chronic illnesses
- Family-patient interaction is crucial to ensure everyone understands pros and cons of certain medications and treatments
- Goals of the patient / family are paramount with frail, elderly population
- Communication and education with the family enables patient to have better quality of life and family to be comfortable with plan of care

Medicare Care Choice

- Supportive wrap-around program that provides holistic care through social work, pastoral care, and nursing
- Focuses on the whole-family unit and goals of care (versus just treatment)
- Patients and families are provided with advanced care planning support
- 24/7 support of nursing team

Early Intervention

- System of services that helps babies and toddlers with developmental delays or disabilities
- Trains parents of eligible babies and toddlers to learn basic and brand-new skills that typically develop during the first three-years of life
 - Physical
 - Cognitive
 - Communication
 - Self-help
 - Social / emotional

Special Child Health

- Case management services to assist families and children with complex-long-term medical and developmental disabilities up to age 22
- Assistance:
 - Hearing aid, asthma, financial relief resources, education issues, insurance problems

How to Establish Patient & Family Centered Care

- Provide surveys
- Conduct post-discharge calling and assessment by family and caregivers
- Determine priorities and what is importance to the patient and family
- Create Patient and Family Advisory Council

Learn More

[Make Family Caregivers Matter More: Measure Them \(Huffington Post\)](#)

[Health Care's Service Fanatics](#)

[Survey of patients' experiences \(HCAHPS\)](#)

Questions?

Dr. Steven Landers, MD, MPH

Patient & Family Engagement

Visiting Nurse Association Health Group

Steven.landiers@vnahg.org

Upcoming Webinars

6/17/17 12:00 PM – 1:00 PM EST

Preventative Care and Screening: Tobacco Use

Dr. Michael B. Steinberg, MD, MPH, FACP

Director - Rutgers Tobacco Dependence Program

Register Now:

www.NJHCQI.org/GPTNwebinar_steinberg

Register Now!

The Annual Innovation Showcase

hosted by NJII and the New Jersey Health Care Quality Institute

“Using Technology to Transform the Practice of Medicine.”

June 22, 2017 from 8:30 am to 4:30 pm

NJIT Campus Center

Registration is complimentary for all GPTN members, Quality Institute members, NJAFP members, NJII External Advisory Board members, and Health IT Connections Entrepreneurs and Partners

Register Now at www.eventdex.com/innovationshowcase2017

Contact



Tyla Housman

Senior Director

thousman@njhcqi.org

<http://www.njhcqi.org/>