



PROJECT TITLE: Care Coordination & Patient Experience across the Continuum of Care: A Value-Based Reimbursement Perspective

PROPOSAL NUMBER: Care1 | PI: Agarwal, Ferris, and Weech-Maldonado

RESEARCH THEME: Care Coordination

BUDGET: \$100,000 | MULTI-UNIVERSITY PROJECT: YES | PROJECT YEAR: 1

DESCRIPTION:

Value-based reimbursement (VBR) in health care has resulted in an increased focus on care coordination and patient experience (CAHPS) across the continuum of care, including hospitals, home health, and ambulatory care. This project has three aims: 1) Identify and pilot test a survey instrument that can be used to assess patient experience across the continuum of care from acute care to post-acute care; 2) incorporate VBR concepts into medical curricula and adapt practices to support patient experience in a VBR-based system; and 3) develop a HIPAA compliant messaging platform to ensure timely delivery of all messages to a care team with a critical patient information attached with each message.

HOW THIS IS DIFFERENT THAN RELATED RESEARCH:

This research contributes to the areas of measurement, training and development, and technology implementation with the goal of improving care coordination and patient experience across the continuum of care. First, there has been a focus on assessing patient experience on separate components of the continuum of care care, or a silo approach; however, less research has been conducted on assessing patient experience across the continuum of care as patients transition from one setting to another. Second, there is a need for medical curricula to incorporate principles associated with value-based reimbursement. Finally, while several new mobile healthcare messaging applications are available, such as HIPPA compliant WhatsApp, they ultimately create more silos.

EXPERIMENTAL PLAN:

Aim 1: a) Review the literature on patient experience measurement across the continuum of care from acute care to post-acute care; b) Identify and adapt measures that can be used to assess patient experience across the continuum of care; and c) Pilot test the survey instrument identified under b.

Aim 2: a) Evaluate current platforms for care coordination; b) Develop a mobile application framework for secured asynchronous messaging system; c) Implement the framework for centralized monitoring and integration of care services. The current proposal will address the phase-3 of the project.

EXPECTED MILESTONES:

- Months 1-2: Obtain IRB approval
Months 3-4: Literature review and evaluation of current models
Months 5-6: Focus groups and stakeholder interviews
Months 7-8: Develop pilot study
Months 9-10: Conduct pilot study
Months 11-12: Analyze results from pilot study and write final report

BENEFITS TO INDUSTRY:

With the rise of integrated delivery systems, such as the accountable care organizations, it is important for health care organizations and payers to have tools that can be used to coordinate care assess patient experience and across the continuum of care.

EXPECTED DELIVERABLES:

A final report outlining the findings of the study.