Patient Engagement Driver Diagram

Aim	Primary Driver (Change Concept)	Potential Secondary Drivers (Tactic)	Example Process Measures	Example Outcome Measures
Patient and family engagement/adherence to care plan	1. Engaging Patients and Their Families in Self Care and Decision Making Through Education	Provide staff with appropriate tools to engage patient (Motivational Interviewing and shared decision making)	# of patients that received shared decision making aids # of staff trained in motivational interviewing techniques	# of unplanned readmissions Length of stay Cost savings Patient satisfaction scores
		Ask physicians to use teach back with patient	# of times physicians used teach back with patient	
		Implement the use of a patient portal	# of patients using patient portal	
		Designate staff to follow patients throughout the care continuum	# of touch points care coordinator has with patient	
		Consider eliminating restricted visiting hours to encourage family interaction with clinical staff	Record # of visitors after typical visiting hours	
		Use appropriate health literacy materials	# of patient education materials that meet health literacy guidelines for appropriate reading	
		Educate patients on options for post-acute care providers	Establish a preferred provider list, allowing for patient choice	
		Create a handbook that contains useful handouts and resources for patients	# of handbooks distributed	
	2. Engaging Patients and Their Families in the Most Appropriate Care: Managing Patient Expectations Based on Values and Preferences	Use risk assessment tool to determine appropriate care	# of times risk assessment tool used # of patients in different categories	# of unplanned readmissions Length of stay Cost savings Patient satisfaction scores
		Develop process maps/decision tree	# of SOP implemented	
		Use EHR to track patient throughout the episode	# CJR patients flagged	
		Allow time in patient rounds or nurse beside report to ask patient plan of care (ambulation goals, discharge date and disposition)	# of times patients participated in rounds or nurse bedside report	
		Encourage early ambulation	# of times patient ambulated daily/distance	
		Institute pre-operative class to set expectations and plan of care with patients	# of patients attending pre-operative class	
		Implement the Patient Activation Measure (PAM) to better interactions between patients and staff	# of PAMs completed # of staff who know PAM score for patient	
		Use a patient portal or platform to communicate with patients throughout episode	# of patients using patient portal	
		Emphasize recovery in appropriate setting that encourages ambulation and ADLs		
		Provide appropriate resources as needed (e.g., transportation, meals on wheels, home health, house cleaning)	# of appropriate referrals	

CMS — CENTERS FOR MEDICARE & MEDICAID SERVICES — CENTER FOR MEDICARE & MEDICAID INNOVATION

CJR — Comprehensive Care for Joint Replacement Model

Patient Engagement Driver Diagram

Aim	Primary Driver (Change Concept)	Potential Secondary Drivers (Tactic)	Example Process Measures	Example Outcome Measures
Patient and family engagement/adherence to care plan	3. Engaging Patients and Their Families in Optimizing Health Prior to Surgery	Encourage smoking cessation programs using available resources (Quitline)	# of Quitline referrals	# of unplanned readmissions Length of stay Cost savings Patient satisfaction scores
		Encourage weight loss and healthy diet using available resources	# of referrals to weight loss programs # of dietary consults	
		Provide staff with appropriate tools to engage patient (Motivational Interviewing and shared decision making)	# of staff trained in Motivational Interviewing # of times shared decision making used	
		Define expected components of pre-operative, intra-operative, and post-operative care needed for successful TKR/THR surgery (BREE collaborative)	Creation of process	
		Implement pre-hab screening to screen for health or social issues that may impact complications, etc.	# of screenings completed	
		Conduct a home visit to determine home safety and post-surgical needs	# of home visits completed	
		Use an electronic platform to send email or texts regarding education, reminders, surveys, etc. prior to surgery	# of emails or texts sent	