

Choosing Wisely Crosswalk to Achieve the Six PFE Metrics

TCPI PFE Metrics	Relevant Patient Engagement Activities/ Tools in Choosing Wisely Programs
<p>PFE Metric 1: Support for Patient and Family Voices (Governance) Are there policies, procedures, and actions taken to support patient and family participation in governance or operational decision-making of the practice (Patient and Family Advisory Councils (PFAC), Practice Improvement Teams, Board Representatives, etc.)?</p>	<ul style="list-style-type: none"> As part of Choosing Wisely implementation, ask the practice/facility PFAC to review the program and offer input. If there is no PFAC, invite a focus group of patients / family advisors to review and comment. <p>To learn more about how you can implement Choosing Wisely in the clinical setting – go to: www.mainequalitycounts.org/choosingwisely</p>
<p>PFE Metric 2: Shared Decision-Making (Point of Care) Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, outcomes, and concerns into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?</p>	<ul style="list-style-type: none"> Train your team how to use the Choosing Wisely patient education materials about potentially overused tests/procedures to anchor conversations with patients about the risks, benefits in the context of their treatment goals and preferences. Invite your team to take the AMA Stepsforward™ “Advancing Choosing Wisely” and NNE-PTN “Improving Patient Outcomes” online modules. Invite your team to watch the Drexel, Kognito and Costs-of-Care communication videos.
<p>PFE Metric 3: Patient Activation (Policy and Procedure) Does the practice utilize a tool to assess and measure patient activation?</p>	<ul style="list-style-type: none"> Place Choosing Wisely “5 Questions” posters prominently in waiting and exam rooms and provide wallet cards at check-in. Use the Choosing Wisely Toolkit to script front desk and clinical personnel to encourage patients to think about which questions are most important to ask the doctor when they see him/her. Conduct a PDSA to determine how often patients are using the 5 questions and the results. Download the Choosing Wisely Mobile App for both clinical recommendations and patient information: iPhone/iPad or Android
<p>PFE Metric 4: Active e-Tool (Point of Care) Does the practice use an e-tool (patient portal or other e-connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication list, vitals, and other information and patient record data?</p>	<ul style="list-style-type: none"> Use the patient portal and electronic communications/email with patients who schedule visits related to one of the conditions addressed by Choosing Wisely (e.g., stuffy nose, low-back pain) so that they can review the information ahead of the visit. Store Choosing Wisely patient education materials in the EHR for easy retrieval at the point-of-care.
<p>PFE Metric 5: Health Literacy Survey (Policy and Procedure) Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?</p>	<ul style="list-style-type: none"> Ask the clinic/practice PFAC to review Choosing Wisely education material and recommend ways clinicians and staff should present it/use it with patients of varying health literacy levels.
<p>PFE Metric 6: Medication Management (Policy and Procedure) Does the clinical team work with the patient and family to support their patient/caregiver management of medications?</p>	<ul style="list-style-type: none"> Use Choosing Wisely patient education materials to educate patients / families on appropriate use of medications such as antibiotics, opioids and certain drugs in the elderly.

PCPCC Support and Alignment Network 092617

Maine Quality Counts NNE-PTN adopted and updated 022018

