

PROJECT SPOTLIGHT



Helping California's Safety-Net Health Centers Evaluate Patient-Centered Care Delivery Projects

THE ISSUE

With the implementation of the Affordable Care Act, healthcare organizations nationwide are investing in strategies to improve patient care experiences and clinical outcomes while reducing costs. One such strategy is patient-centered care, which the Institute of Medicine describes as “care that is respectful and responsive to individual patient preferences, needs, and values” and incorporates patient values in clinical decisions.

THE PROJECT

The Center for Care Innovations (CCI) partners with safety-net healthcare organizations to accelerate the testing, adoption, and diffusion of innovations that can better serve the needs of underserved populations, such as patient-centered care delivery projects. In January 2015, CCI and Blue Shield of California Foundation launched the Co-Design for Better Care program. In this program, four California safety-net health centers received funding and technical assistance to learn and apply the ‘Patient and Family Centered Care Methodology’ (PFCC). This methodology offers a six-step approach to engage patients and families in the design and implementation of improvement projects aimed at enhancing patient care experiences.

CCI engaged JSI to provide evaluation assistance for the Co-Design for Better Care program. JSI's role was to:

- Recommend an overall evaluation strategy that CCI can use to assess the implementation and effectiveness of the program as a whole
- Facilitate planning workshops with individual grantees to identify evaluation questions, internal evaluation capacity, existing measurement systems, and potential uses of evaluation findings
- Recommend indicators and measurement strategies that individual grantees can use to assess outcomes of interest from their improvement projects
- Provide technical assistance to CCI and grantees in the implementation of evaluation activities

THE RESULTS

CCI is implementing JSI's recommendations for its evaluation. Using tools designed by JSI, CCI gathers data from grantees and technical assistance experts on the program to explore the:

- Process of implementing PFCC methodology in the safety-net context
- Strategies used by grantees to engage patients in co-design efforts
- Critical factors for successful application of co-design efforts in the safety-net context

The four grantees are now equipped with actionable strategies to evaluate their co-design improvement projects. JSI's evaluation approach emphasizes rapid data collection, continuous learning and reflection, and small tests of change to inform program improvements. The tailored lists of outcomes, indicators, and data collection strategies recommended by JSI enables grantees to track process and short-term outcomes from their improvement projects. Grantees are poised to use evaluation findings to inform the implementation of future patient-centered care programs.



Rapid Data Collection and Learning Strategies

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JSI is a health care consulting and research organization dedicated to improving the health of individuals and communities in the U.S. and around the world.

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