

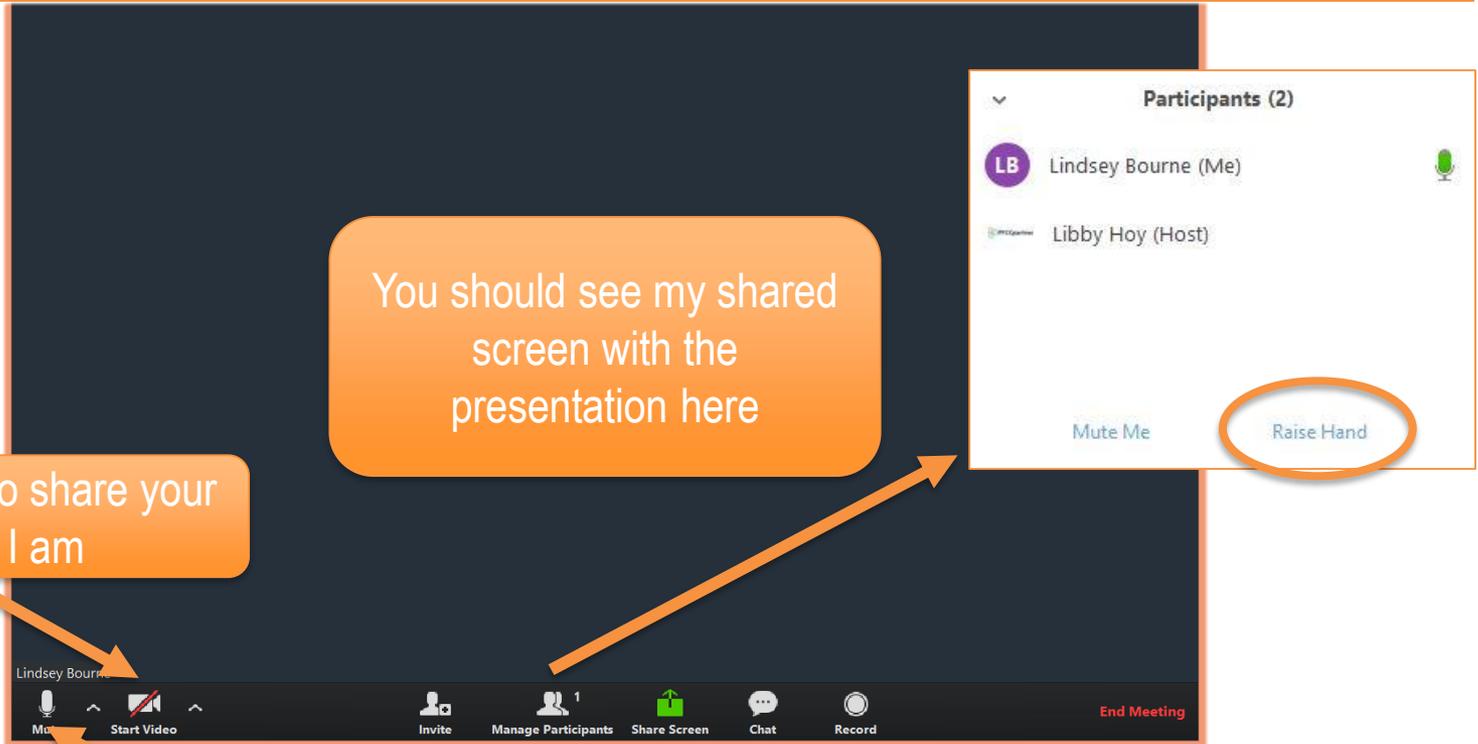


Libby Hoy,
Founder/CEO

Lindsey Bourne,
Director of Education

September 12th, 2018

We are Zoomin'



Please feel free to share your video like I am

You should see my shared screen with the presentation here

If you have background noise please mute here unless you have a comment or question

If you have a comment or question you would like to add to the chat box you can open it here



PFCCpartners



PFCCpartners recognizes that the quality of health care outcomes is improved when the expertise of the health care provider is partnered with the experience of the patient and family. From the bedside to boardroom, patient and family centered care is about partnering to design policies, programs, and individual care plans for the best possible outcomes.



Vision



Community

Facilitate a community of highly engaged Patient and Family Advisors that grows each of its members' competencies in partnering to co-design effective healthcare systems, processes and policies across the country.

Skills
Exchange



Engagement



BFCC-QIO Healthcare Navigation Program

Elena Krafft, MPH, CHES
Outreach Specialist
BFCC-NCC



Introduction



Elena Krafft, MPH, CHES

Outreach Specialist

Beneficiary and Family
Centered Care National
Coordinating Center (BFCC-
NCC)

Elena.Krafft@bfcc3.hcqis.org

909-747-4860 (cell)

BFCC-NCC

The Beneficiary and Family Centered Care National Coordinating Center (BFCC-NCC)

- Serves as the support and training center for the two BFCC Quality Improvement Organizations (QIOs), KEPRO and Livanta, that serve all 50 states and three territories
- Has national initiatives that include The Beneficiary and Family Advisory Council, Outreach & Education, and Person and Family Engagement

Learn more about the BFCC-NCC on the microsite:

<http://qioprogram.org/beneficiary-and-family-centered-care-national-coordinating-center-initiatives>

BFCC-QIOs

- BFCC-QIOs work with the Centers for Medicare & Medicaid Services (CMS) to help Medicare beneficiaries exercise their right to high quality health care.
- BFCC-QIO services include
 - Discharge appeals and service terminations
 - Quality of care complaints
 - Immediate Advocacy process
 - Healthcare Navigation programs

For more information, please visit www.qioprogram.org:
<http://qioprogram.org/patients-caregivers>

The Need for Healthcare Navigation Services

- Care is often delivered in a way that makes it difficult to understand and access needed health care services.
- This can especially be true for vulnerable persons, such as those with complex chronic health conditions or individuals living in underserved communities.



Healthcare Navigation Program

- BFCC-QIOs have initiated Healthcare Navigation Programs in the areas they serve to help Medicare beneficiaries navigate through the healthcare system.
- The Healthcare Navigation Program aims to:
 - Empower Medicare beneficiaries to take ownership of their health
 - Ensure that Medicare beneficiaries have the flexibility and information needed to make choices as they seek care
 - Improve quality of care
 - Eliminate health disparities

Main Components

Focus on the Medicare patient and his/her **individual journey** through the healthcare system

Connect beneficiaries, families, and caregivers with **resources**

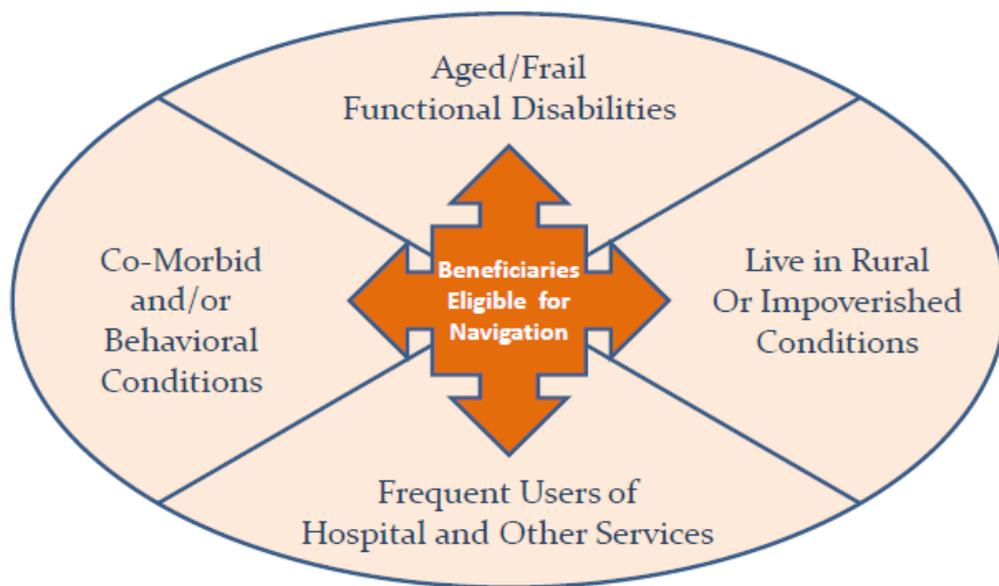
Provide beneficiary and caregiver **support** in understanding the healthcare system

Eliminate barriers to timely care through a one-on-one relationship between the BFCC-QIO and the Medicare patient

Target Population

The program is designed for people who are Medicare fee-for-service (FFS) patients with complex health care needs.

“Complex Needs Patients”



Source: CMS “BFCC PFE Subtask – CMII Sept 20, 2017”

Healthcare Navigation Process

-
- Step 1** The Medicare beneficiary (or representative) contacts the BFCC-QIO.
-
- Step 2** The beneficiary (or representative) agrees to participate in the Healthcare Navigation Program.
-
- Step 3** The case is assigned to a BFCC-QIO nurse or social worker.
-
- Step 4** The BFCC-QIO nurse or social worker works with the beneficiary (or representative) for approximately 30 days.
-
- Step 5** The beneficiary (or representative) completes a satisfaction survey before the case is closed.

Healthcare Navigation Success Story

A Medicare patient had an extensive history of mental health issues. Due to a limited understanding of behavioral health illnesses, the patient and family made a decision to stop all mental health care services. This resulted in hospitalization at a psychiatric hospital following an unfortunate incident. The Medicare patient was referred to Livanta's Healthcare Navigation program.

The Livanta patient advocate established trust and rapport with the patient's representative and family members and explained the benefits of treatment, medication and ongoing mental health care. By diplomatically removing the cultural stigma related to behavioral disorders, the family was able to move forward, and through education, empowerment and resources, agree on an appropriate plan for patient's discharge and aftercare treatment.

Healthcare Navigation Success Story

A Medicare patient had a knee replacement and spent some time at a skilled nursing facility for rehab before being discharged to home. In addition to dealing with her recovery, the patient had to deal with a damaged home and car from a hurricane.

The patient was frustrated and stressed. She was tearful often during her call with KEPRO, as she discussed feeling overwhelmed. The patient felt that the KEPRO Healthcare Navigation program helped to keep her goals in perspective with so many things going on at once. KEPRO was able to keep her on task to meet her therapy goals and regain her independence when she finally returned to her community. KEPRO also answered questions about home health and durable medical equipment to enable her to get needed resources.

Questions



Compensation Work Group



National HIT PFAC Report

The National HIT Patient Family Advisory Council will focus on patient portals and electronic medical records as an impartial group of patients and families who are committed to improving the ability of technology to support the patient physician relationship. Partnering with patients and families, we aim to focus on technology issues related to patient portals and identify opportunities to inform the development of electronic health record systems, patient portal development and implementation messaging to all patient populations.



Engagement Opportunities

2017

Started
Tracking
Opportunities

46

Advisors
Matched

41

Engagement
Opportunities



Questions..



Libby@pfccpartners.com

