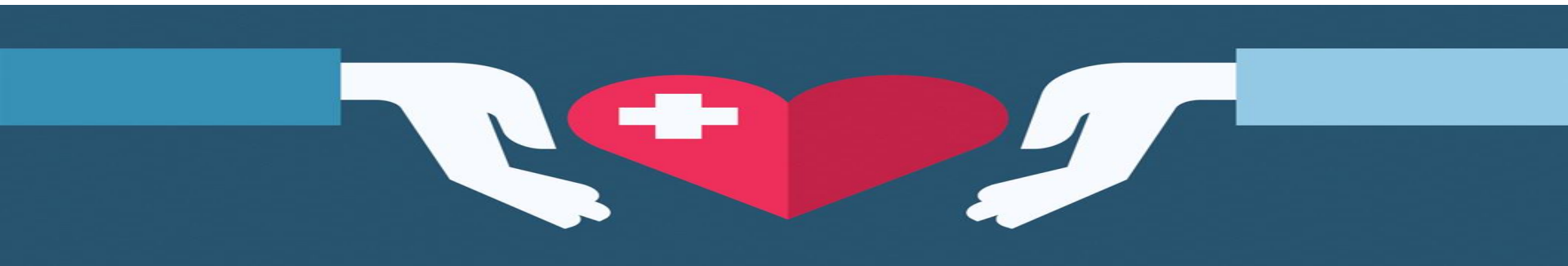


Fertilizing an Engagement Ecosystem to Promote Adherence and to improve Sustainability of the Healthcare

G. Graffigna, Università Cattolica del Sacro Cuore





PATIENT ENGAGEMENT: A potential answer to improve healthcare

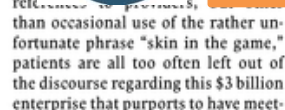
FROM THE EDITOR-IN-CHIEF

DOI: 10.1377/hlthaff.2016.0337

The Patient Engagement Imperative

BY ALAN R. WEIL

If, as one hears in health policy circles, every system is de-

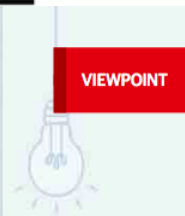


to improve communication between patients and primary care providers.

ity measures generally represent clinical processes or outcomes. Patients' goals may have more to do with functional status or how they feel about their interaction with the health care

PATIENTS AS CONSUMERS

Created in 2010 as part of the Affordable Care Act, the Patient-Centered Outcomes Research Institute (PCORI) is the largest US funder focusing on clinical comparative effectiveness research. As Bara Vaidya reports, political concerns about rationing of care led to the proviso that PCORI's "results would neither consider cost nor mandate reimbursement for any public or private



INNOVATIONS IN HEALTH CARE DELIVERY

Implementation Science

A Potential Catalyst for Delivery System Reform

A Framework Drawn From Implementation Science

The emerging field of implementation science focuses on understanding how change takes place. Damschroder et al.³ identified 4 main groups of variables that interact to influence the adoption of innovations (Figure): the external environment (eg, new payment models), the structure

JAMA The Journal of the American Medical Association

Implementation of care-delivery innovations is often complex because they engage diverse individuals from different organizational levels and sometimes beyond. Existing evidence suggests that such innovations have substantial potential to improve care and reduce costs⁴ and, therefore, the implementation science framework can be used to identify the barriers to their successful

The patient is the **most undervalued resource** as well as the **most crucial one** for gaining **effective and sustainable healthcare outcomes**!

quently adopt and spread innovations that will benefit patients, the framework can also be used to help understand how organizations eliminate treatments, practices, and policies that do not benefit patients, referred to as "exnovation." Organizations that can do this better than others need to be identified and how they successfully accomplished exnovation described.

and their caregivers in effective self-care, behavior change, and chronic disease management; and the need to better align treatment choices with patients' well-informed preferences and values through shared decision making. These changes in practice involve a fundamental change in the historical framework of the physician as expert and the patient as passive recipient.

Health Affairs

[HOME](#) | [ABOUT](#) | [ARCHIVE](#) | [TOPICS](#) | [BLOGS](#) | [BRIEFS](#) | [THEME](#)

Patient Engagement: Four Case Studies That Highlight The Potential For Improved Health Outcomes And Reduced Costs

Jeremy Laurance^{1,*}, Sarah Henderson², Peter J. Howitt³, Mariam Matar⁴,
Hanan Al Kuwari⁵, Susan Edgman-Levitan⁶ and Ara Darzi⁷

Author Affiliations

✉*Corresponding author



The NEW ENGLAND JOURNAL of MEDICINE

Building the Path to Accountable Care

Elliott S. Fisher, M.D., M.P.H., Mark B. McClellan, M.D., Ph.D., and Dana G. Safran, Sc.D.



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

CRITICS TO THE CONCEPT OF PATIENT ENGAGEMENT



Erin Moore

@ekeeley Moore

I hate term "patient engagement". No one is more engaged, involved than the patient. I want researcher, clinician, industry engagement [#medx](#)

9:29 AM - 17 Sep 2016 from [Stanford, CA](#)



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

CONSENSUS CONFERENCE FOR PATIENT ENGAGEMENT

Prima Conferenza di Consenso per il Patient Engagement

Milano, 12-13 giugno 2017

Conferenza

Engageminds-HUB

Consumer and Health Engagement Research Center

In collaborazione con



Regione Lombardia
DG Welfare

Con il patrocinio di

Istituto Superiore di Sanità
Ministero della Salute



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

Identifying the best practices currently being used in the Italian and International context that are aimed at promoting Patient Engagement in the field of clinical care for chronic illnesses;

Promoting a multidisciplinary consensus (and also between healthcare professionals, patients and their family) in order to establish recommendations and guidelines on methodologies and instruments for the promotion of Patient Engagement in the field of clinical care for chronic illnesses

- *How to define patient engagement?*
- *How to measure patient engagement?*
- *How to promote patient engagement?*
- *What role for e-health technologies?*



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

CONSENSUS CONFERENCE FOR PATIENT ENGAGEMENT



FATEBENEFRAATELLI
Provincia Lombardo Veneta
Ordine Ospedaliero San Giovanni di Dio
Fatebenefratelli Ospedale "Sacro Famiglia" - Euba



AMICI ONLUS
Associazione Nazionale
per le malattie infiammatorie croniche dell'intestino



ANMAR
Associazione Nazionale
Malati Reumatici



Anni Azzurri
persone per servire persone



- ✓ ABOUT 100 EXPERTS INVOLVED IN THE PROCESS
- ✓ INVOLVEMENT OF 14 PATIENTS ASSOCIATION
 - ✓ 16 PROFESSIONAL ASSOCIATIONS
 - ✓ 6 UNIVERSITIES
- ✓ SEVERAL POLICYMAKERS AT THE REGIONAL AND NATIONAL LEVEL



ASST Spedali Civili



ALTEMS
ALTA SCUOLA DI ECONOMIA
E MANAGEMENT DEI SISTEMI SANITARI



ISTITUTO SUPERIORE DI STUDI SANITARI
Giuseppe Cannarella



need
institute
foundation for cure and rehabilitation of neurological diseases



IPASVI
ENTE ORDINISTICO
MILANO - LODI - MONZA E BRIANZA



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

1

TOWARDS A SHARED CONCEPTUALIZATION OF PATIENT ENGAGEMENT

Prima Conferenza di Consenso per il Patient Engagement *Presentazione delle raccomandazioni*

- 9.30 Registrazione dei partecipanti
- 10.00 **Saluti istituzionali**
Claudio CALZADA, Assessore al Welfare Regione Lombardia
Primario IANNONE, Direttore Centro Eccellenze Clinica Qualità e Sicurezza della Cura, Istituto Superiore di Sanità
Marco GATTI, Direttore di Sede Università Cattolica del Sacro Cuore, Milano
A. Claudio BOSIO, Preside della Facoltà di Psicologia - Università Cattolica del Sacro Cuore, Milano
- 10.30 **Prima conferenza di consenso sul Patient Engagement: gli obiettivi e il processo**
Gianfranco DAMIANI, Università Cattolica del Sacro Cuore, Milano
- 10.45 **Presentazione delle raccomandazioni per il Patient Engagement**
Gianfranco DAMIANI, Presidente del Panel della Giuria della Conferenza di Consenso
Salvatore LIONE, Vice-Presidente del Panel della Giuria della Conferenza di Consenso
Giovanna ARTICOLO, Segretario del Panel della Giuria della Conferenza di Consenso
- 11.30 **Tavolo rotondo**
Dalle raccomandazioni all'implementazione: traiettorie per il Patient Engagement in Sanità
Luca COLETTI, Agente Nazionale per i Servizi Sanitari Regionali (Agenas) (invitato)
Domenico GALEONE, DG Prevenzione Sanitaria - Ministero della Salute
Luca MERLINI, DG Welfare - Regione Lombardia
Paola PISANTI, DG Programmazione Sanitaria - Ministero della Salute
Walter RICCIARDI, Istituto Superiore di Sanità
Nathalie BERE, European Medicines Agency (EMA)
- 12.30 **Dibattito pubblico**
- 13.00 **Chiusura e prossimi passi**
Giuseppe RIVA, Università Cattolica del Sacro Cuore, Milano

Conferenza

Martedì 13 giugno 2017
Auditorium "Testori"
Palazzo Lombardia,
Piazza Città di Lombardia, 1
Milano

Contatti
Coordinamento scientifico
Gianfranco DAMIANI, gianfranco.damiani@unicatt.it
Ulrich Gassner, Ulrich.gassner@regione.lombardia.it
Segreteria:
ingegner@conferenzaconsenso.org
Ingresso libero, previo tesserino al sito:
conferenzaconsenso.org/venue

Engagiminds-HUB
Consorzio all'Innovazione e all'Innovazione

In collaborazione con

Regione Lombardia
DG Welfare

Con il supporto di
Istituto Superiore di Sanità
Ministero della Salute



UNIVERSITÀ
CATTOLICA
del Sacro Cuore

1.1

PATIENT ENGAGEMENT

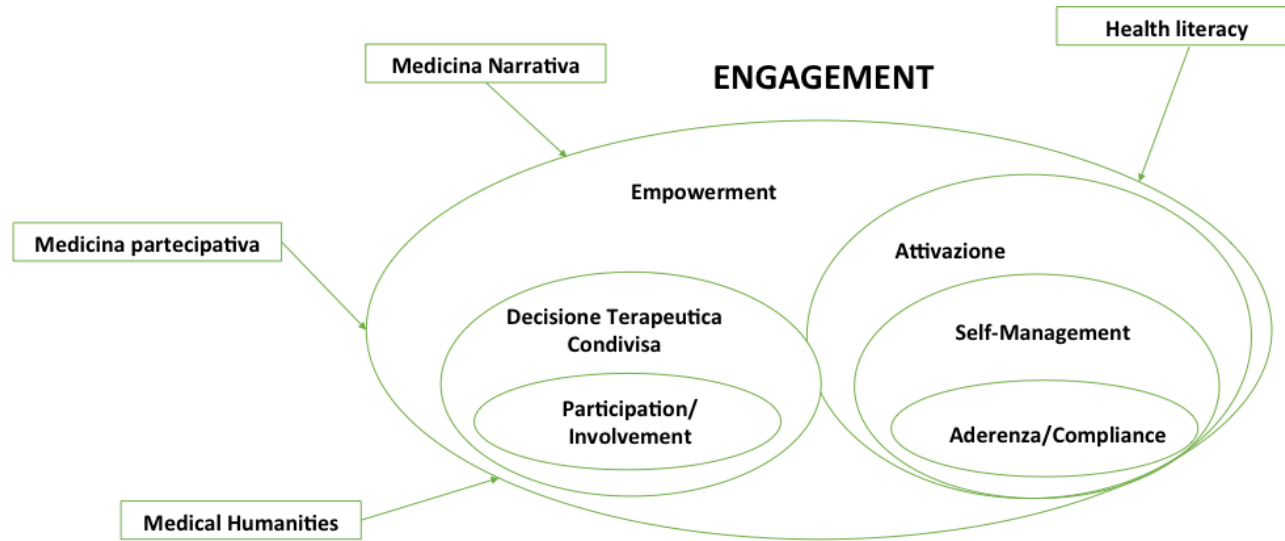
1.2

«Engagement is a complex process that results from the combination of different dimensions and individual, relational, organizational, social, economic and political factors which qualify the life context of the person»





TOWARDS A SHARED CONCEPTUALIZATION OF PATIENT ENGAGEMENT



1.3

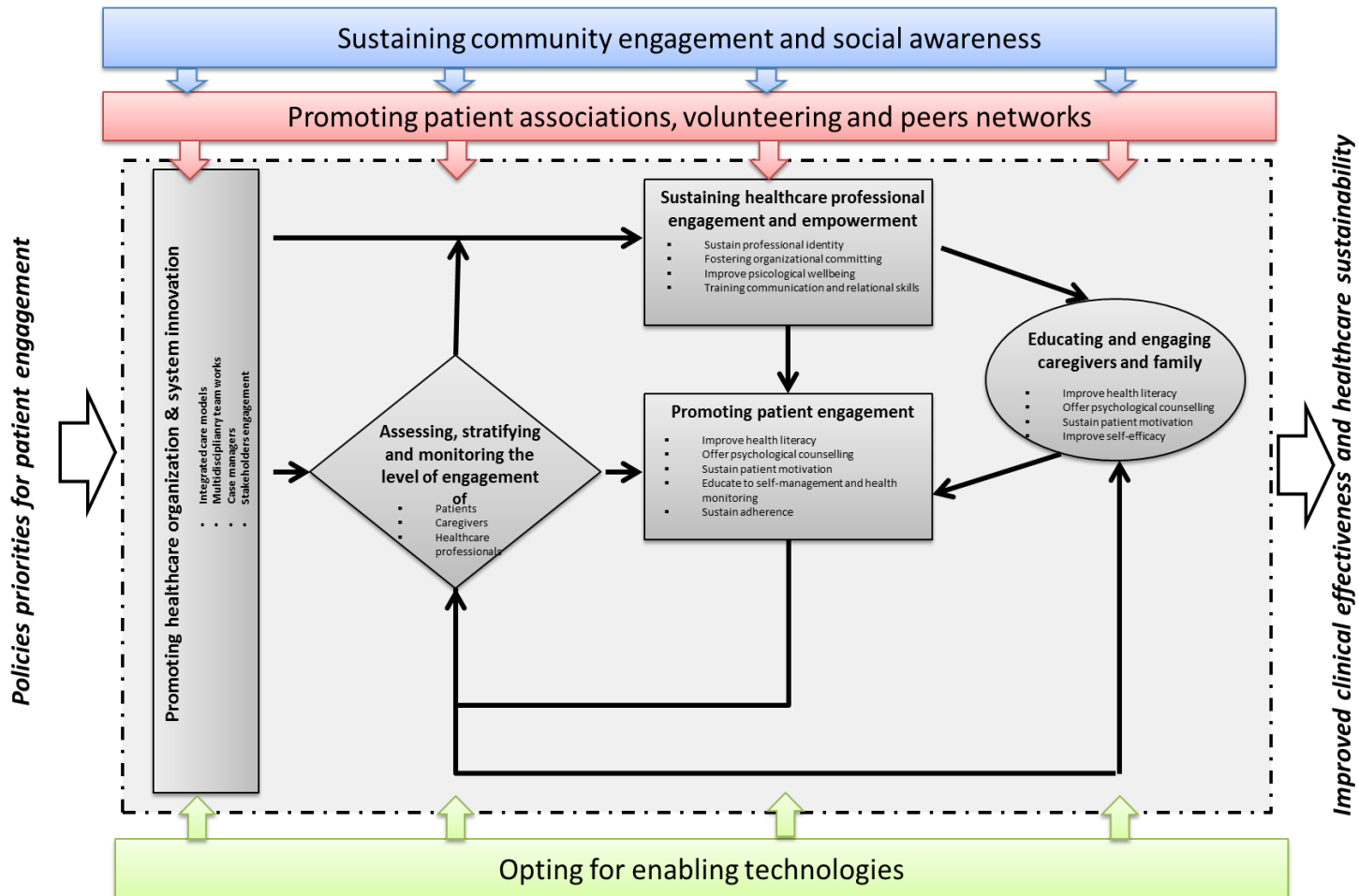
«**Engagement may be defined as an umbrella term that qualifies the systemic relation that occurs between the demand and the supply of healthcare**, at different levels and in different situation»

1.4

If considered according to this meaning, **engagement overarches the other terms more traditionally used to denote the active role of patients in their care** such as patient adherence, patient compliance, patient involvement, patient participation, and patient activation

FERTILIZE A PATIENT ENGAGEMENT ECOSYSTEM

This means to **fertilize an ECOSYSTEM** of engagement including synergic actions addressing the multilayers factors affecting patient engagement.





1

ENGAGEMENT SHOULD BE SEEN AS A PSYCHOLOGICAL PROCESS...NOT ONLY AS A BEHAVIOURAL OUTCOME

Measuring patient engagement: development and psychometric properties of the Patient Health Engagement (PHE) Scale

Guendalina Graffigna^{1*}, Serena Barallo², Andrea Bonanomi² and Edoardo Luzzi³

¹Department of Psychology, Università Cattolica del Sacro Cuore, Milan, Italy; ²Department of Statistical Sciences, Università Cattolica del Sacro Cuore, Milan, Italy

Adaptation and Validation of a Chinese Version of Patient Health Engagement Scale for Patients with Chronic Disease

Yaping Zhang¹, Guendalina Graffigna¹, Andrea Bonanomi², Kai-chow Choi³, Serena Barallo², Pan Mao⁴ and Hai-Fang Yin⁵

¹Hang to Nursing School, Central South University, Changsha, China; ²Department of Psychology, Università Cattolica del Sacro Cuore, Milan, Italy; ³Department of Statistical Sciences, Università Cattolica del Sacro Cuore, Milan, Italy; ⁴Department of Psychology, The Chinese University of Hong Kong, Hong Kong, China; ⁵Department of Psychology, The Chinese University of Hong Kong, Hong Kong, China

Spanish adaptation of the Patient Health Engagement scale (S.PHE-s) in patients with chronic diseases

Alejandro Magalanes¹, Guendalina Graffigna², Serena Barallo³, Andrea Bonanomi² and Edoardo Luzzi²
¹ UNED and ² Università Cattolica del Sacro Cuore, Milan (Italy)

PHE-MODEL

BLACKOUT



The patient is totally blocked and overwhelmed by their illness experience. He tends to be passive towards the healthcare system

AROUSAL



The patient is hyper-attentive to every signal of his/her body. He is behaviourally unable to self-care and navigate the healthcare system

ADHESION



The patient has started to accepted the new health condition but he is not completely autonomous in health management

EUDAIMONIC PROJECT



The patient has integrated the disease in his life and is able to play a skilled and active role in the care journey.

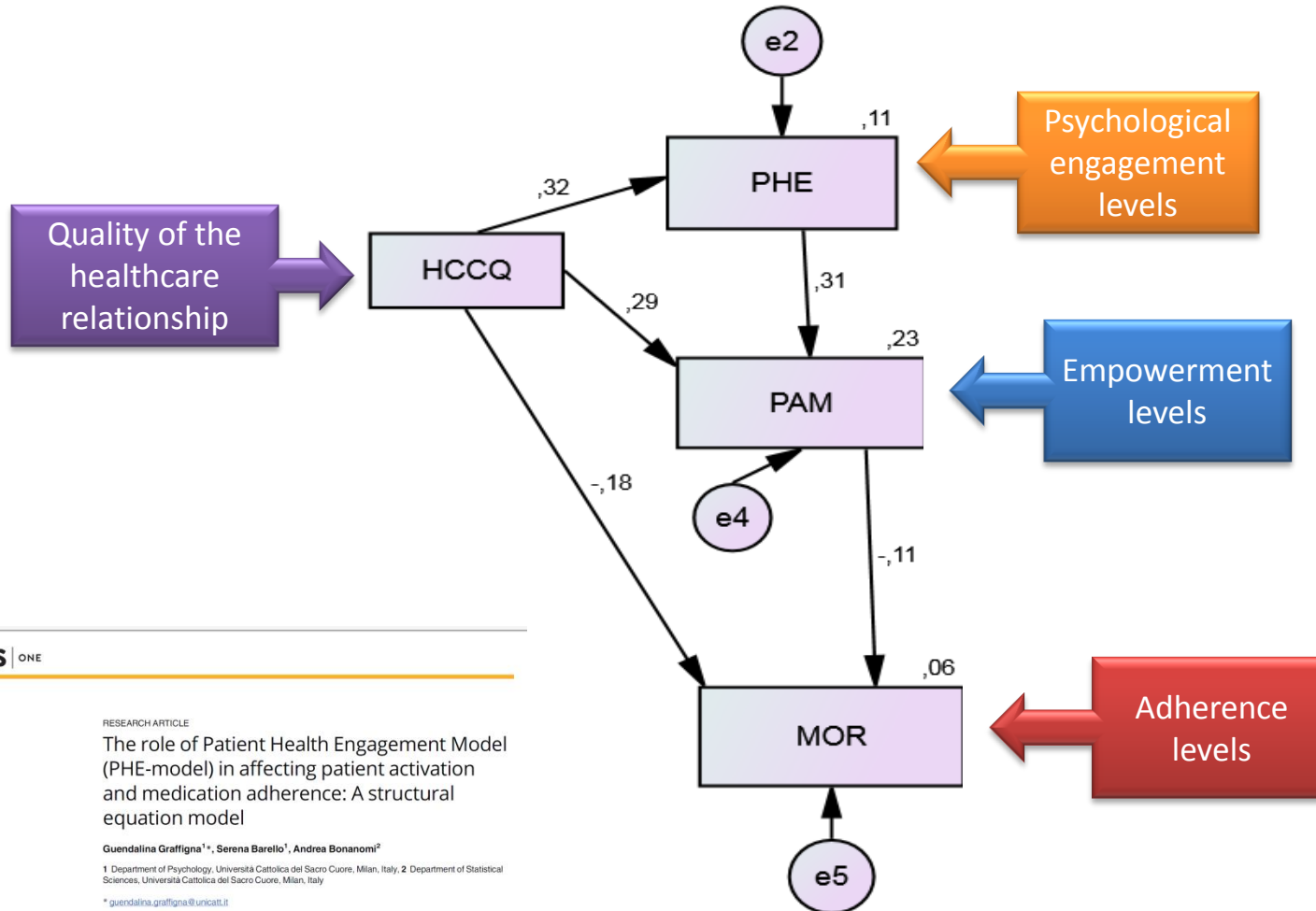
Thinking about my health status...

	I feel in blackout	I am in alarm	I am aware	I feel positive
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0



2

MEASURING THE LEVELS OF ENGAGEMENT IS KEY TO IMPROVE EMPOWERMENT AND ADHERENCE





UNIVERSITÀ
CATTOLICA
del Sacro Cuore

IMPLICATIONS FOR PRACTICE

3

THE LEVELS OF ENGAGEMENT ARE ALSO PREDICTIVE OF CHRONIC PATIENTS' «OUT OF POCKET» EXPENSES FOR THEIR HEALTH MANAGEMENT



*data from a national survey of a representative sample of 1000 chronic Italian patients



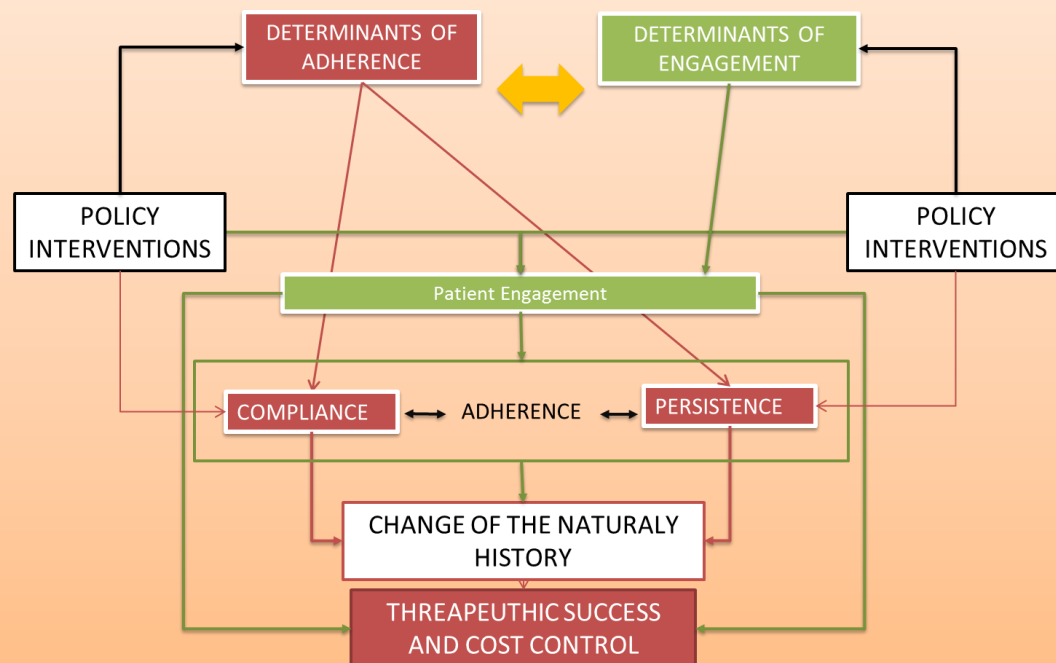
UNIVERSITÀ
CATTOLICA
del Sacro Cuore

LOOKING TOWARDS THE FUTURE

- IT IS URGENT TO ADOPT **SYSTEMATIC MONITORING OF POLICIES AND PRACTICES ABLE TO IMPROVE ENGAGEMENT AND ADHRENCE IN EUROPEAN CHRONIC CARE**
- ... AND TO MEASURE **THE IMPACT OF SUCH POLICIES IN TERMS OF CLINICAL EFFECTIVENESS AND ECONOMIC SUSTAINABILITY**

A good practice...

A NEW ALGORITHM TO MONITOR EFFECTIVENESS AND ECONOMIC IMPACT OF ENGAGEMENT/ADHERENCE POLICIES





UNIVERSITÀ
CATTOLICA
del Sacro Cuore

Thank you!

Prof. G. Graffigna

EngageMinds Hub Research Center

Department of Psychology

Università Cattolica del Sacro Cuore, Milan, Italy

+39 0272343863

guendalina.graffigna@unicatt.it



EngageMinds Hub Research Center

<https://engagemindshub.com>



#ConsensusPE @PatientEngagement

https://twitter.com/Engaging_Care



@Patient Engagement Community

<https://www.facebook.com/PatientEngagementCommunity1/?ref=hl>



Patient Engagement Community

<https://www.linkedin.com/groups/8453375>