Why focus on hospitalizations?

- Quality of life
- Quality of care
- Costs
The Ultimate Goal: High Value Care
High Value Care for Heart Failure

Processes Of care

Incentives

System

Outcomes
High Value Care for Heart Failure

**What**
- appropriate medication
- patient education
- medication reconciliation
- early follow-up post discharge

**Where**
- in hospital
- out-patient clinic
- ED
- home visits
- remote monitoring
- "infusion" centers

**Who**
- nurses
- navigators
- pharmacists

**Processes of Care**
- Outcomes

**Incentives/Barriers**

**System**

**External Forces**
- Payment models
- Quality/Performance measures
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**OUTCOMES**
- Attitudes, beliefs
- Literacy/language
- Social Support
- Coping Skills
- Financial Constraints
- Preferences

**Mediators**
- Adherence
- Self Management
- Use of Services
- Self Efficacy
- Knowledge

**Incentives**
- Payment Structure
- Accountability

**Health System Organization**
- Self Management Support
- Delivery System Design
- Decision Support
- Clinical Information Support
+ Links to Community Resources

**INDIVIDUAL/PATIENT BARRIERS**
- Attitudes, beliefs
- Literacy/language
- Social Support
- Coping Skills
- Financial Constraints
- Preferences

**Patient Characteristics**
- Demographics
- Severity of Disease
- Comorbidities
- Physical Limitation
- Polypharmacy

**SYSTEM BARRIERS**
- Cultural Competence
- Communication Skills
- Lack of Shared Decision Making
- Appropriateness of Care
- Weak Patient Support Systems
- Lack of Provider Collaboration

**Mediators**
- Adherence
- Self Management
- Use of Services
- Self Efficacy
- Knowledge
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High Value Care for Heart Failure

What we do
- appropriate medication
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Processes of Care

System

Outcomes

Incentives/Barriers

External Forces
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What are the core components of current processes of care?

• What are successful ways of implementing them?
• What are the barriers?
What should the system look like?

• How should the system be designed?
• What are the barriers?
• What data is needed?
• How (if at all) should that differ by
  – Age
  – Sex
  – Race/ethnicity
What should incentives be?

• What metrics? What setting?
• What data is needed?
• How would incentives influence care by:
  – Age
  – Sex
  – Race/ethnicity