Learning How to Improve Healthcare Quality through a Patient-Driven Collaborative Design Process

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**De-intensification:**
Stopping or scaling back routine clinical care that has negligible or no benefit or may lead to net harm. It will help:
1) Improve patient safety
2) Minimize waste

**BACKGROUND**
- De-intensification strategies are likely to be more meaningful, effective, and sustainable if stakeholders (e.g., patients) have a role in the development
  - User-centered design (UCD) is a design approach that grounds the creation of an innovation in information about the user
  - Design thinking, a systematic process that utilizes the desires, needs and challenges of the user to understand the problem and create solutions

**STUDY AIM**
Engage patients in a collaborative design process to identify “de-intensification strategies” for primary care

**STUDY DESIGN**
- Participants: Veterans, 65 years and older
- Two 7-hour Collaborative Design Forums
  - “All ideas are good ideas”
  - Developed De-intensification strategies for 3 high-priority primary care areas:
    1) Diabetes Medication
    2) Colorectal cancer screening
    3) Carotid artery ultrasounds

**RESULTS**

**DEMOGRAPHICS**
- 35 Participants
- 34% Male, 63% Female, 3% Other
- 71% White, 29% Black

**Brainstormed De-intensification Strategies**
- 168
- Prioritized De-intensification Strategies
- 32
- Unique Categories of De-intensification Strategies
- 4

**1) Patient Education**
- Educate patients about de-intensification during a group class
- Inform patients of the harms and risks of screening or treatment using videos, mailed brochures, etc.

**2) Provider Education**
- Obtain a signed statement of commitment from providers indicating they will commit to scaling back when appropriate
- Have mandatory training for clinic staff on newest overuse recommendations

**3) Patient-centered and personalized care**
- Have mandatory training for clinic staff on newest overuse recommendations
- Have providers consider doing more up front, to build rapport and trust with the patient for future scaling back efforts

**4) Offer alternatives to care**
- Have providers offer choices (e.g., suggest lifestyle modifications to reduce stroke risk)

**Conclusions & Implications**
- Patients successfully worked together and created multiple strategies to support successful de-intensification
- Involving patients in this process will help make sure that de-intensification strategies are acceptable and acceptable to patients
- Need to involve clinicians and policy makers to further develop these patient-centered strategies to reduce unnecessary services

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**Stage 1 of Forum (Morning)**
- **Goal:** To help patients understand de-intensification
- **Design Thinking Activities:**
  1. Presentations by a doctor and patient
  2. Mind Mapping
  3. Business Origami (see picture)
  4. Empathy Mapping

**Stage 2 of Forum (Afternoon)**
- **Goal:** To have patients think about solutions for de-intensification
- **Design Thinking Activities:**
  1. Brainstorming de-intensification strategies from hypothetical scenarios
  2. Ranking the most important de-intensification strategies using dot voting

**Patient Satisfaction**
- Forum was a good use of time: 91%
- Satisfied with ideas generated: 94%