Engaging Patients and Providers in Collaborative User-Design to Reduce Unnecessary Care

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De-intensification is needed...
...to stop or scale back routine clinical care that has negligible or no benefit or may lead to net harm.

But it can be hard for patients and providers to de-intensify care.

**STUDY AIM**
Engage patients and providers to co-create detailed strategies to de-intensify care.

**STUDY DESIGN**

**Participants:**
Patients and Primary Care Providers

**Forum Design:**
- 4-hour collaborative design session
- 3 groups
- User-centered design methods with gamification

**Topics Addressed:**
- Carotid Artery Stenosis Screening
- Colorectal Cancer Screening
- Diabetes Medication

**Design Games:**
- Idea Brainstorming
- "WhoDo"
- WhoDo Refinement

**RESULTS**

32 De-intensification Strategies Generated

**Strategies Outside the Clinic**
1. Patient education via outreach
2. Patient education through mass & social media
3. Provider Education

**Strategies Inside the Clinic**
1. Patient-centered care methods
2. Patient education during an appointment
3. Alternatives to care

**Prioritized Strategies**

- Health information tablets in waiting rooms
- Top-10 lists for patients
- Health educators
- Patient-initiated 'Issue List' for appointments
- Videos in waiting rooms
- Academic Detailing for Providers

**CONCLUSIONS & IMPLICATIONS**

✓ Patients and providers co-designed detailed multi-level strategies.
✓ User-centered collaborative design approaches can help create credible and feasible strategies, endorsed by frontline providers and patients.