

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:

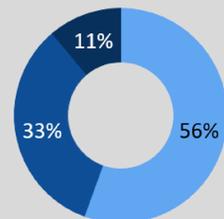
- ➔ Idea Brainstorming
- ➔ "WhoDo"
- ➔ WhoDo Refinement

RESULTS

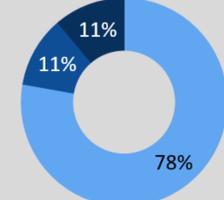
Demographics

PATIENTS

9



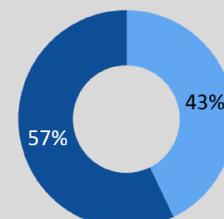
Male Female Other



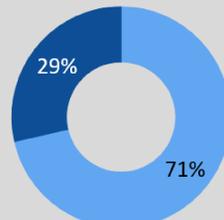
White Black Other

PROVIDERS

7



Male Female



White Black

32 De-intensification Strategies Generated

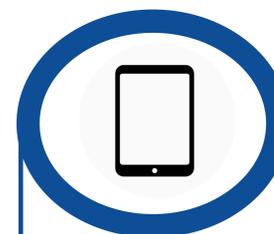
Strategies Outside the Clinic

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

6 Prioritized Strategies



Health information tablets in waiting rooms



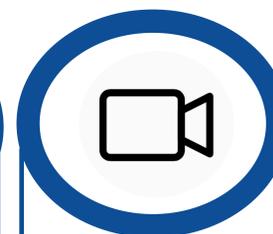
Top-10 lists for patients



Health educators



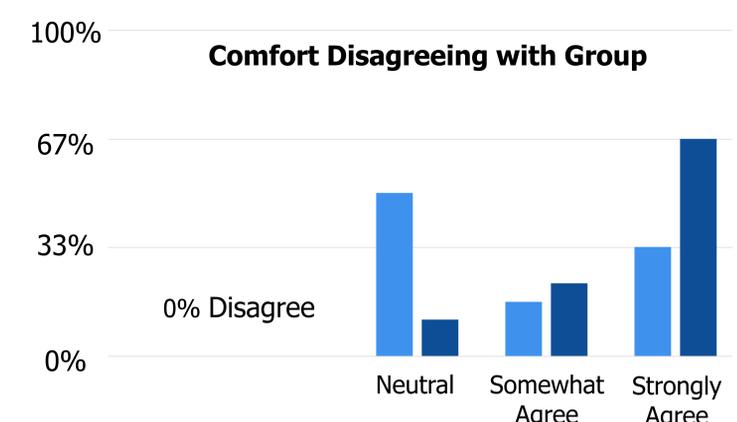
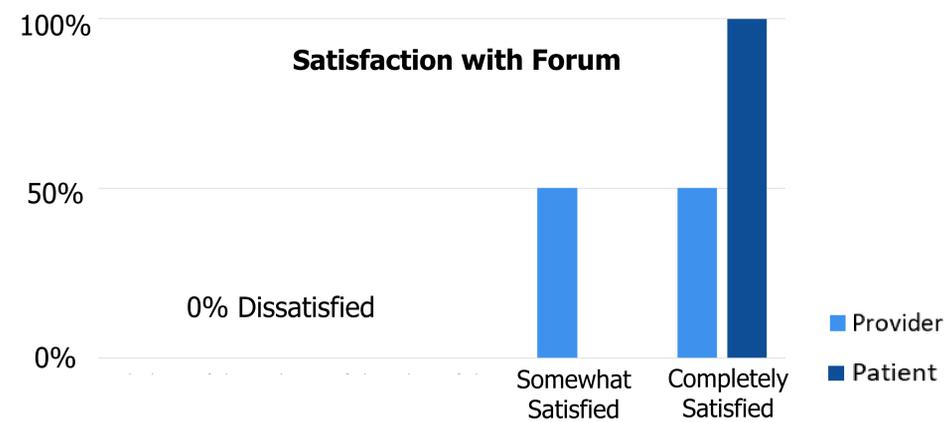
Patient-initiated 'Issue List' for appointments



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