

***Project Patient Care: Bringing the voice of the patient, family, and caregiver to improve health and healthcare locally, nationally, and globally.***

Greetings !

Wishing all of you a happy and safe July 4th holiday and hoping you have some time to spend with family and friends. A special thanks and appreciation to all the healthcare staff that are working around the clock to provide continuous support and compassionate care to those in need.

This newsletter features articles on:

- Sue Sheridan - June 2019 Champion Change Agent
- Project Patient Care Podcasts
- Transparency Executive Order
- Provisional 2018 Opioid Results
- Technical Expert Panels - In Need of Patients

"There is no greater agony than bearing an untold story inside you." Maya Angelou  
"Storytelling is the most powerful way to put ideas into the world." Robert McKee



## **CHAMPION CHANGE AGENT**

Our June 2019 Champion Change Agent, Sue Sheridan, is an icon in bringing the voice of the patient to the forefront. Sue is the Director of Patient and Family Engagement at the Society to Improve Diagnosis in Medicine. Sue most recently served as the Patient and Family Engagement Adviser at the Centers for Medicare and Medicaid, known as CMS, where she helped integrate the Person and Family Engagement Strategy throughout the CMS community. Prior to her joining CMS,

Sue served as the Director of Patient Engagement for the Patient-Centered Outcomes Research Institute (PCORI) where she led the Patient Engagement team, which developed and implemented programs, and processes to encourage meaningful engagement of patients and other stakeholders in

all PCORI's activities and the research that they funded. As you will find, Sue has a lengthy history of addressing patient safety, quality and patient experience.

Sue was catapulted into calling for quick action and responsiveness for patient safety following a series of devastating events that were avoidable - having her son permanently physically disabled and then her husband's death. Both of these avoidable events lead Sue to tell her story and join with others to rapidly advance the patient safety movement.

Sue has been helping other patients, families, and caregivers to share their story as she and others have found it is one of the most effective ways to engage others in patient safety and quality improvement. As Sue often times will share - the most courageous people she has encountered are those patients, families, and caregivers that share their story and those that listen and act to improve patient safety and quality.

You can learn more about Sue Sheridan and her leadership; commitment to improving patient safety; and the importance of sharing the patient story by listening to her upcoming podcast to be available July 3 on the [PPC Web Site](#).

## PROJECT PATIENT CARE PODCASTS

Project Patient Care Podcasts are publicly available to you and everyone you wish to share them with.....We feature monthly podcasts with our Champion Change Agents that are available by clicking [here](#).

Featured Podcasts include:

Beth Daley Ullem - *Advancing Quality Improvement and Safety through Improved Performance of Governing Boards* - May 2019

Project Achieve - *Driving Quality Improvement and Health Outcomes Through Improvements in Care Transition* - April 2019

A series of 3 Podcasts:

- *Part 1 - Care Transitions: Project Achieve's Research and Findings* featuring Suzanne Mitchell, M.D., M.S. and Terry Davis, Ph.D. and Patient
- *Part 2 - Project Achieve Care Transitions: Importance of Strong and Effective Partnerships* featuring Jane Brock, M.D., M.S.P.H.; Paul Cantrell, Area Agency on Aging Consultant; and Christine Larocca, M.D.
- *Part 3 - Project Achieve's Findings from Surveys of Patients, Families, and Caregivers* featuring Carol Levine, Caregiver Advocate; Kathy Rust, Caregiver; and Joann Sorra, Ph.D.

Chronic Kidney, End Stage Renal, and Transplant Advocates - *Driving Changes in Chronic Kidney Disease and End Stage Renal Disease featuring advocates* Mary Baliker, Precious McCowan, M.S., and Boobie Reed

We know you will be inspired by these featured podcast programs and learn from the stories and experiences the presenters share.

## TRANSPARENCY EXECUTIVE ORDER

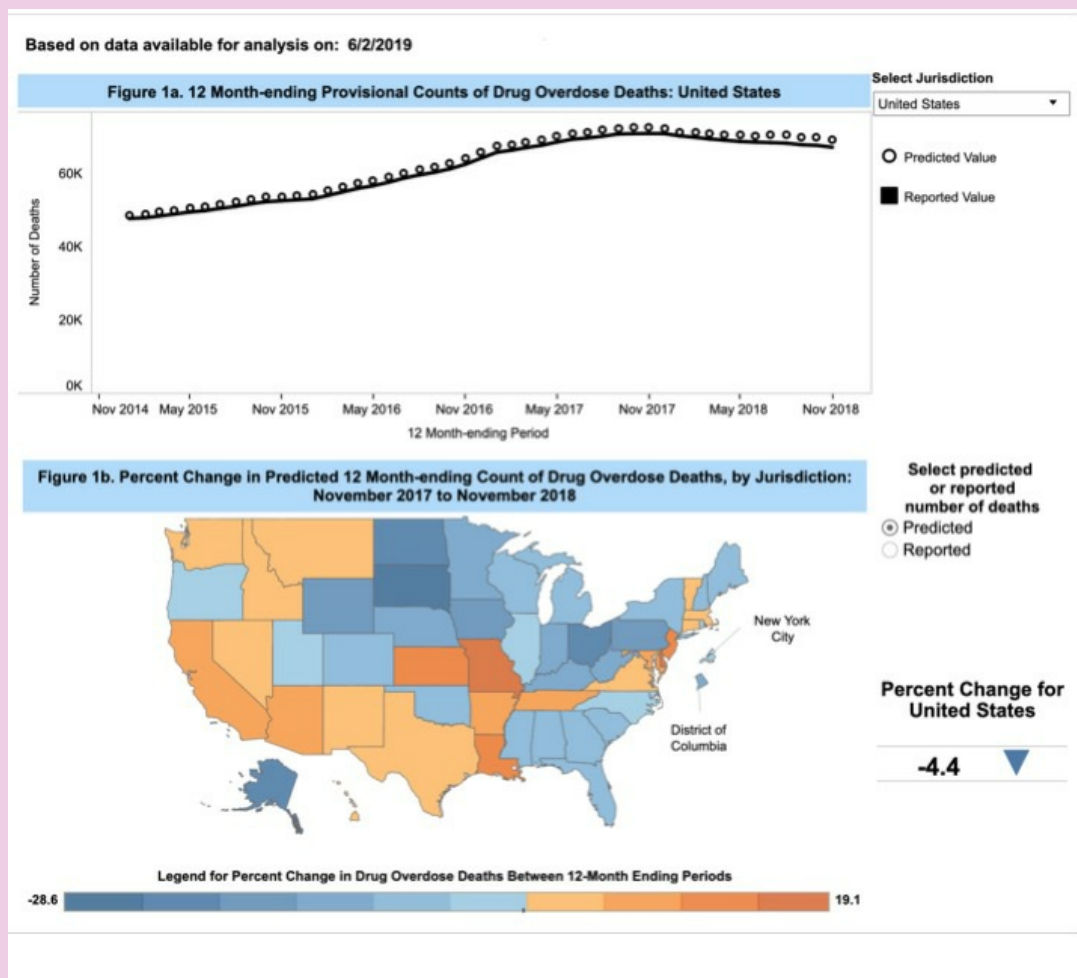
On June 24, 2019 the President issued the [Executive Order on Improving Price and Quality Transparency in American Healthcare to Put Patients First](#)

The Order calls for the Department of Health and Human Services to issue a rule requiring hospitals to disclose prices in an easy-to-read format reflecting what patients and insurers actually pay. The department will also require providers and insurers to disclose information about patients' out-of-pocket costs before they receive care.

The order also calls for a plan to consolidate quality metrics across all federal health care programs; expand access to health care de-identified claims data; and for the Treasury Department to expand the availability of health savings accounts to pay for more health care services.

The Order also calls for surprise billing to be addressed within 180 days. Surprise billing has been widely demanded to be addressed by patients and patient advocates but the insurers and healthcare providers cannot agree upon a solution. With the exception of the self-insured employer-sponsored plans, nine states already have comprehensive protections against balance billing/surprise bills. [See Commonwealth Fund analysis](#)

Project Patient Care has been writing about cost and quality transparency and it welcomes the opportunity to advance the efforts. Our hope is that the voice of the patient, family, and caregiver are part of this national discussion!



## PRELIMINARY 2018 OPIOID DEATH RESULTS

The Centers for Medicare and Medicaid Services' National Center for Health Statistics released some provisional data highlighting the trends in opioid overdose deaths. While it is still early to determine final results due to some incomplete reporting, the information suggests that we either are maintaining or seeing a slight decline in drug overdose deaths. To view the National Vital Statistics System Rapid Release report from June 2019, click [Here](#)

The final statistics will not be available until there is complete reporting by states which should occur in late summer/early fall.

## Opportunities for Patients, Families, Caregivers and Consumers to be Involved

PPC often hears about opportunities for patients, families, and caregivers to get involved in research, measurement development, or sharing their story. We would like to make you aware of these opportunities as they become available.

**CMS Technical Expert Panel.** CMS has a Technical Expert Panel (TEP) they are recruiting for and are interested in having patient, family, or caregiver participants on the TEP. The TEP and the nomination deadline is listed below:

- Behavioral Health Measures: Development, Reevaluation, & Maintenance = Application deadline is July 5, 2019

To find out more about this CMS TEP and how to apply to be a patient participant, Click [Here](#)

## Spreading Safety and Performance Interventions Globally



Pat presented at the Rotary International Convention in Germany on water, sanitation, and hygiene Rotary projects with a need to address menstrual hygiene; alternative sanitary products; education; and leadership to address barriers to girls attending school in developing countries.



Pat also addressed the Diabetes Rotary Action Group that is headed up by Patient Diabetes Advocate Barry McKeown and American Diabetes Association's Jenna Archuleta. Pat highlighted the silent dangers of chronic kidney disease caused by diabetes and noted the dialysis center she and others developed with the Rotary Clubs of Naperville and Hyderabad Deccan in Hyderabad.



## We Love to Hear From You!

We are always happy to hear from you - please feel free to contact us at any time.

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Thank you