

WORKSHOP ABSTRACT

Measuring what matters to individuals and families using the Capability, Comfort, and Calm outcomes framework

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Background: The purpose of health care is to improve health outcomes for the person being served. Measuring outcomes that matter most to individuals and families, not just processes or experience of care, enables clinical teams to help the whole person, to learn faster, and to identify innovations that improve outcomes further. After a decade+ listening to patients and families, Profs. Elizabeth Teisberg and Scott Wallace of the Value Institute for Health and Care at the University of Texas at Austin developed a framework that categorizes outcomes as follows:

1. Capability: Patients are able to be “themselves” and can function at the highest level possible given their health condition
2. Comfort: Patients receive relief from physical and/or emotional suffering
3. Calm: Patients are free from the chaos and disruption of everyday life experienced during the course of care

This framework allows care teams to assess whether value is being created for individual patients and their families.

Aims/Objectives: The purpose of this workshop is to share the Capability, Comfort, and Calm™ framework and imperative for measuring outcomes that improve the health of individuals/families. Participants will apply this framework to their own measurement challenge and discuss with others in small groups. Participants also will receive practical guidance for starting/continuing their measurement journey.

Target Audience: Clinicians, administrators, patients, and/or others who want to measure outcomes that matter to individuals and families.

Learnings/Take away: By the end of this workshop, participants will be able to:

1. Explain why high-value health care requires measurement of outcomes that matter to patients
2. Describe how the Capability, Comfort, and Calm framework is used to measure whole-person health across contexts
3. Apply this framework to a measurement issue within their organization
4. Create a “next step” action plan to develop/improve measurement in their organization

Format:

Timing/discussion plans (for 60 minutes--90 minute alternative below):

0-20minutes: Facilitator provides problem definition:

- Describe why integrated health care requires measurement of outcomes that matter to patients and the importance of talking to individuals/families to understand unmet needs when designing outcomes.
- Review international efforts to standardize measurement for particular conditions (e.g., International Consortium for Health Outcome Measurement).
- Explain the Capability, Comfort, and Calm outcome framework for measuring outcomes to assess how health care affects health.
- Share examples from US, UK, AUS of framework in practice.

21-35minutes: Share/discuss in small groups

- Participants share own measurement goals/challenges.
- Participants discuss ideas for organizing their current measures under the Capability, Comfort, and Calm framework. Where are gaps? Are additional/different measures required to measure outcomes that matter to patients?

36-45minutes: Large group report out/discussion to share ideas

46-50minutes: Facilitator shares ideas/template for implementing 'next steps'

51-55minutes: Ask several participants to share specific steps they will take post-workshop to measure outcomes differently

56-60minutes: Additional questions

***60/90minutes is feasible. Ninety minutes allows group discussion of "next steps" and full group sharing. Adds 5 minutes individual reflection, 10 minutes sharing 'next step' thoughts in small groups, 10 minutes large report out, 5 minutes questions.