

A Snapshot of People's Engagement in Their Health Care

October 1, 2010

CFAH CENTER FOR
ADVANCING
HEALTH
Evidence. Engagement. Equity.

**Advances in health care
simultaneously promise
better outcomes while
demanding more from us**

Engagement Behaviors

= Actions individuals must take to obtain benefit of available services

≠ Actions of professionals or policies of institutions

APPROACH

1. 210 patient / caregiver interviews
2. Review literatures:
 - a. advocacy / non-profit
 - b. peer reviewed
 - c. systematic reviews (Cochrane)
3. 57 key informant interviews:
professionals, researchers, advocates
4. Draft EBF review by 30 stakeholders



**FIND SAFE AND
DECENT HEALTH
CARE**



**COMMUNICATE WITH
YOUR DOCTORS**



**ORGANIZE YOUR
HEALTH CARE**



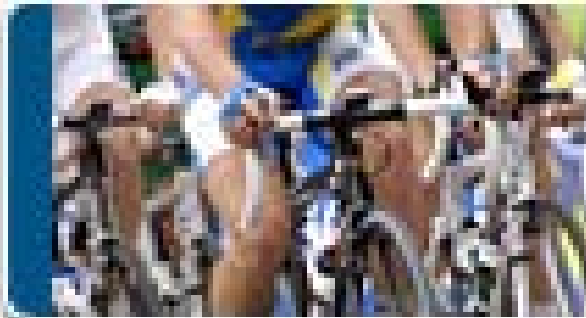
**PAY FOR YOUR
HEALTH CARE**



**MAKE GOOD
TREATMENT
DECISIONS**



**PARTICIPATE IN YOUR
TREATMENT**



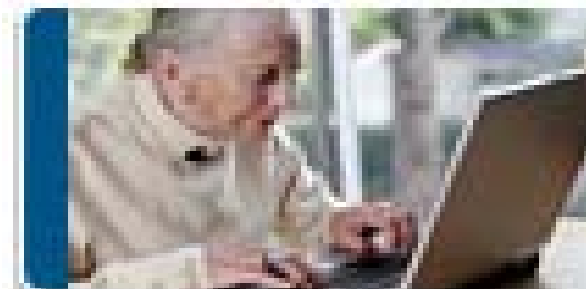
**PROMOTE YOUR
HEALTH**



**GET PREVENTIVE
HEALTH CARE**



**PLAN FOR YOUR END
OF LIFE CARE**



**SEEK KNOWLEDGE
ABOUT YOUR HEALTH**

**No one has to do all these
things today**

**Each of us
(or our caregivers)
must do most of these
things at some point**

***Many* of us need help to
do these things**

***All* of us need to know
that we **MUST** do them**

**How big is the problem of
non-participation in our
health care?**

**31 surveys
2001-2009**

**Identified questions to match
engagement behaviors on EBF**

Pulled data on each question

For the majority of behaviors:

**One third or less of respondents
regularly perform**

One-third performs sporadically

One-third did not perform at all

***More likely to report having
a regular doctor***

***Less likely to actually bring
up concerns or ask
questions***

***More likely to check whether
our health plan will cover a
service or test***

***Less likely to act to coordinate
our care***

***More likely to follow
treatment plan for more
threatening conditions***

***Less likely to follow
treatment plans for non-
threatening illnesses***

PATTERNS

- 1. Simpler tasks**
- 2. Shallow participation**
- 3. Reactive, not proactive**

Low participation associated with:

- **Poor health**
- **Insufficient knowledge**
- **Lack of skills, confidence, support**
- **Low literacy**
- **Low income, ethnicity**
- **Lack of insurance**

**Non-participation is common among
those who face
none of these barriers**

**Greater support from
professionals and
institutions will enable
and increase our
participation**

Our efforts are critical to our own health and the success of the health care enterprise



djeffress@cfah.org

www.cfah.org

Center for Advancing Health

www.preparedpatient.org

Prepared Patient Forum

www.hbns.org

Health Behavior News Service