

LANGER RESEARCH ASSOCIATES

SURVEY RESEARCH DESIGN • MANAGEMENT • ANALYSIS

Summary of research for Blue Shield of California Foundation, 2011-2015

2015

Presentation:

- ***Patient Engagement and Primary Care Redesign in California's Safety Net Clinics.*** *Clinic Leadership Institute*, San Francisco, CA, June 19, 2015.
<http://www.slideshare.net/LangerResearch/cli-presentation-6-1915web>

Infographic: *The Path to Patient Engagement*

- Identifies and briefly explains simple, positive steps community health centers can take to improve patient engagement.
- <http://www.blueshieldcafoundation.org/publications/path-to-patient-engagement>

2014

Report #1: *Delivering on a Promise: Advances and Opportunities in Health Care for Low-Income Californians*

- Finds significant advances in low-income Californians' ratings of the quality of their health care, albeit with substantial room for further gains. Results indicate the impact of patient-focused improvements among healthcare facilities serving the low-income population, as well as expanded coverage brought about by the Affordable Care Act.
- <http://www.blueshieldcafoundation.org/publications/delivering-promiseadvances-and-opportunities-health-care>

Report #2: *Exploring Low-Income Californians' Needs and Preferences for Behavioral Health Care*

- Finds a shortfall in treatment for low-income Californians with behavioral health needs, with lack of access and lack of information among the barriers. Shows a strong relationship between behavioral health services, successful patient-provider relationships and a personal connection between patients and their place of care, all key elements of patient engagement, satisfaction and loyalty.
- <http://www.blueshieldcafoundation.org/publications/exploring-low-income-californians-needs-and-preferences-for-behavioral-health-care>

Presentations:

- Webinar hosted by *Blue Shield of California Foundation*, April 15, 2015.
http://www.blueshieldcafoundation.org/sites/default/files/u9/Delivering_on_a_Promise_Webinar_April_2015.pdf

2013

Report #1: *Building Better Health Care for Low-income Californians*

- Examines the central role of patient-provider relationships in patient empowerment and efficacy, evaluating new approaches – including emerging caregiving models, the use of communication technology and improved interpersonal communication – in achieving these goals.
- http://www.blueshieldcafoundation.org/sites/default/files/publications/downloadable/BCSF_Building_Better_Health_Care_for_LowIncome_Californians_web.pdf

Report #2: *Health Care in California: Leveling the Playing Field*

- Shows that the gap in healthcare satisfaction between low- and higher-income Californians is explained chiefly by the nature of patients' relationship with their caregivers, not by their income. Enhancing patients' connection and continuity with their care facilities and improving patient-provider relationships can attenuate or even eliminate the income gap in care experiences.
- http://www.blueshieldcafoundation.org/sites/default/files/publications/downloadable/BCSF_leveling_the_playing_field.pdf

Report #3: *Engaging California Patients in Major Medical Decisions*

- Finds that caregivers on average initiated just 4.9 out of nine recommended decision-support activities for patients facing a major medical decision. As decision support activities rise, patients' sense of involvement and satisfaction with the decision-making process increase sharply.
- http://blueshieldcafoundation.org/sites/default/files/publications/downloadable/BCSF_engaging_patients.pdf

Issue Briefs:

a) *Strengthening Engagement with Low-income Latino Patients*

- Latinos have lower satisfaction with their health care, weaker patient-provider relationships and less trust in medical professionals – but these are functions of language and education levels, and as such can be addressed effectively.
- http://blueshieldcafoundation.org/sites/default/files/publications/downloadable/BSCF_Latinos_IssueBrief_Final.pdf

b) *Improving the Healthcare Experience for Safety-net Patients: 10 Things Health Centers Can Do*

- A summary of the research to date, with recommend steps to improve patient engagement and satisfaction.
- http://blueshieldcafoundation.org/sites/default/files/BSCF_10_Things_IssueBrief_Final.pdf

Presentations:

- Webinar hosted by *Blue Shield of California Foundation*, March 13, 2014. http://www.blueshieldcafoundation.org/sites/default/files/u9/BSCF_Webinar_3-13-14.pdf
- Presentation at Evidence Communication Innovation Collaborative meeting, Roundtable on Value & Science-Driven Health Care, *Institute of Medicine*, Washington, DC, Dec. 6, 2013. <http://www.slideshare.net/LangerResearch/iom-bscf-langer12613v2>
- Presentation and discussion of results, hosted by *Blue Shield of California Foundation*, National Press Club, Washington, DC, Oct. 23, 2013.

2012

Report #1: *Connectedness and Continuity: Patient-Provider Relationships among Low-income Californians*

- Examines low-income Californians' preferences in healthcare relationships and experiences with alternative models of care. Reveals the importance of personal, ongoing healthcare relationships and demonstrates the extent to which new approaches, including team-based care and the increased use of technology, can achieve this connectedness, producing more satisfied and self-reliant patients beyond the confines of the traditional doctor-patient model.
- http://www.blueshieldcafoundation.org/sites/default/files/u14/BSCF_Patient_Provider_web.pdf

Report #2: *Empowerment and Engagement among Low-income Californians: Enhancing Patient-Centered Care*

- Explores the central role of information and communication in achieving the goals of patient-centered care, presenting a unique, data-driven model of patient engagement, with implications for policy and practice. Reveals how information, confidence, comfort asking questions and comprehension are informed by the level of connectedness and continuity patients have with their care facility, and in turn predict patients' engagement in healthcare decisions.

- http://www.blueshieldcafoundation.org/sites/default/files/publications/downloadable/empowerment%20and%20engagement_final.pdf

Presentations:

- Presentation at Workshop on Partnering with Patients, Roundtable on Value & Science-Driven Health Care, *Institute of Medicine*, Washington, DC, Feb. 25, 2013.
<http://www.slideshare.net/LangerResearch/connectedness-and-continuity-a-prescription-for-patient-engagement>
- Presentation at annual meeting of the *California Primary Care Association*, Burlingame, CA, Oct. 12, 2012.
- Webinar hosted by *Blue Shield of California Foundation*, Sept. 5, 2012.

2011

Report: On the Cusp of Change: The Healthcare Preferences of Low-Income Californians

- Provides insight into how low-income Californians might take advantage of the ACA coverage. Illustrates current levels of dissatisfaction with care and desire for change. Shows the importance of courtesy, facility cleanliness, patient involvement, time spent with providers and high regard for one's provider in predicting patient satisfaction.
- http://blueshieldcafoundation.org/sites/default/files/publications/downloadable/On_the_Cusp_of_Change_6_2011.pdf

Issue Briefs:

- Four briefs focus separately on 2011 results among CHC patients, private doctors' office patients, public clinic patients and across regions.
- <http://blueshieldcafoundation.org/publications/on-the-cusp-change-healthcare-preferences-low-income-californians>

Presentations:

- Webinar sponsored by *LA Health Action/Strategy Team for Access, Reform and Transformation*, Nov. 28, 2011.
- Presentation at annual meeting of the *California Primary Care Association*, San Diego, CA, Oct. 6, 2011.
- Webinar hosted by *Blue Shield of California Foundation*, Sept. 8, 2011.
- Presentation to the board of directors of the *California Public Hospitals Association*, Oakland, CA, July 22, 2011.
- Webinar hosted by *Health Improvement Partnership of Santa Clara County*, July 19, 2011.
- Webinar hosted by the *California Primary Care Association*, July 8, 2011.
- Presentation and discussion of results, hosted by *Blue Shield of California Foundation* and *Health Affairs*, Dirksen Senate Office Building, Washington, DC. June 23, 2011.
- Presentation to the board of directors of *L.A. Care Health Plan*, Los Angeles, CA, June 2, 2011.