

## Part 2: Considerations when Transitioning to Patient-Centered Care Design

As you reevaluate your practice's care delivery model, there are more areas to consider beyond Patient-Centered Care, Evidence-Based Medicine, Patient Navigation and Access to Care. [See here](#) to read part one.

Other key areas to consider include:

### **Palliative Care/End of Life Care**

- Do you have Advance Care Planning conversations with patients and families?
- Have you reduced ED visits and hospitalizations in the last 30 days of life, as well as contained health care costs?
- Have your patients entered into hospice care more than three days than their date of death?

### **Shared Decision Making**

- Do you have Informed Consents for treatment?
- Is the patient an active member of your treatment plan discussion?
- Are the patients' treatment plans tailored to their specific needs?
- Have you created individual Goals of Therapy?
- Are you actively improving your Patient/Provider relationships with better communication?

### **Financial Navigation**

- Do you have a dedicated staff member or support to discuss financial matters related to care?
- Is your support staff considering patient out-of-pocket expenses as well?

### **Survivorship**

- Have you discussed with the patient the transition from active treatment to surveillance in disease progression?
- Have you created Survivorship Care Plans that include: summary of treatment, late effects of treatment, secondary cancer or disease risks, follow-up and surveillance activities, risk reduction and health promotion activities?

### **Patient Experience**

- How are you measuring the patient experience to achieve ultimate patient outcomes?
- Are you surveying patients and families for satisfaction, and using those results to improve your patient experience?

In this changing world of reimbursement based on patient experience and high-quality, cost-effective care, practices will have to evaluate how they stand against their peers in practice. A highly engaged provider team who continually places the patients at the center of care, involving them in conversations about treatment, will be those that are set apart.

Practices looking for an external view of how they can make the transition to patient-centered care or improve on their current processes can contact the Clinical Quality team at [clinicalqualityconsulting@iononline.com](mailto:clinicalqualityconsulting@iononline.com).