PATIENT ENGAGEMENT FAQS

■ Are there going to be efforts in this initiative to educate patients/consumers?

Yes. With stakeholder input, a statewide education effort is being developed to help make patients aware of the expectations providers have when striving to administer efficient, high-quality care. Today, there are significant resources available from the Arkansas Foundation for Medical Care, the national Centers for Disease Control and other organizations.

■ How does this initiative deal with non-compliant patients?

Cost thresholds in this initiative are based on the current state of care in Arkansas looking at treatment as it is delivered today. These thresholds are set in a way that accounts for previous levels of non-compliance. Further, this initiative inherently incentivizes patient education on the part of the PAP. Improvements in patient adherence are a goal of team-based care, and it is the role of the PAP to encourage behaviors that are best for their patients.

■ If a patient chooses to visit the ER for care after a treatment plan has been established following a visit with their PAP, will that patient’s ER visit be factored into the episode cost and in turn affect the PAP?

Though these types of occurrences are likely to be infrequent, the PAP may still be affected. There are cases where that will not happen: when the type of care provided in the ER is an exclusion and not within the realm of care associated with that episode, or if the cost incurred in the ER means a particular episode becomes classified as an outlier and is thereby excluded.

■ What if a parent insists that their child with a URI receives a prescription for antibiotics? Should I dismiss the patient?

It is the responsibility of providers across the state to adopt best practices and to understand the evidence-based methodology associated with URI, and when antibiotics are appropriate. Feedback from providers on how to deal with these types of patients will help in establishing beneficial patient education and engagement techniques. There are many patient education tools available online, including from Arkansas Foundation for Medical Care and the national Centers for Disease Control.