Passport to TRUST Briefing

Beth Israel Deaconess Medical Center

Harvard Medical School

Problem Statement & Background

No structure and standardization of the doctor-patient office visit:

- ***One way communication*** from doctor to patient limiting shared decision making
- ***Lack of a step-wise plan and timeline*** leading to fragmented care, poor follow-up and inability to readily communicate with their physician
- ***Inability to access and appropriately utilize the latest information***, especially in the era of personalized medicine, genetic testing, and emerging technologies and therapies

Mission

Build informed partnerships that result in sustained improvements in health outcomes:

- Create ***two-way communications*** between patients and physicians to ***empower and enable the patient and their advocate*** to make informed decisions
- ***Implement an interactive, step-wise care plan*** that can be readily accessed and acted upon by patients and all of their health care providers
- ***Educate physicians and patients in real time*** with access to the latest information and its impact on an individual's care

Deliverables

Build web based and electronic communication tools from our prototypes to support the 3 building blocks for Passport to TRUST

- ***Passport to TRUST Checklist -*** add structure to the office visit (where the physician lists potential causes of the presenting problem, justifies tests and treatments, accesses latest information in real-time with the patient)
- ***Roadmap to Health -*** create a step-wise individual patient management plan with timelines (a Medical GPS equivalent)
- ***Online Dashboard*** - use an online, interactive web-based program between patients and caregivers facilitating follow-up allowing for continuous monitoring of adherence and identification of red flags/triggers and barriers to care

Test the heath outcome impact in 1,200 patients across multiple sites

- ***Conditions*** (Pilot includes pediatric abdominal pain, diabetes, and acute lower back pain in adults)
- ***Health outcome measures*** (health literacy/patient understanding, patient empowerment/satisfaction, sustained impact on health improvement, cost savings and critical thinking by the physician)

Impact & Significance

Will add structure, standardization and accountability to the patient-physician visit:

- ***Minimize variation in care*** resulting in fewer missed diagnoses and patient harm
- ***Enhance compliance and lower barriers*** to health by making patients and their families informed partners in their care
- ***Ensure rational use of health care resources*** by providing efficient and cost-effective approaches to diagnosis and treatment while maintaining quality of care
- ***Identify best practices and provide continuous quality improvement*** by automating data download from these web-based tools resulting in better health outcomes

Make a Donation

Coryn's Crusade FOR KIDS IN PAIN

We seek your support to fully implement the Passport to TRUST Program so what happened to Coryn Tower and her family does not happen in our Nation's health care system. One important aspect of the Passport to TRUST program is *Coryn's Crusade for Kids in Pain* which addresses abdominal pain and pancreatitis in children.

Please make checks payable to:
Dr. Steven Freedman, c/o Passport to TRUST, Beth Israel Deaconess Medical Center,
Dana 501, 330 Brookline Avenue, Boston, MA 02215
In the memo section, please add *Coryn's Crusade for Kids in Pain*.
For further information, please contact Dr. Freedman by cell at 617 510 4594