2019 Annual Report

A year of advances in the science of patient and family engagement

O’NEIL CENTER™
getwellnetwork
Dear Friends of the O’Neill Center,

I am delighted to share the O’Neil Center’s 2019 Annual Report with you. Five years ago, we began our journey as the nation’s central resource dedicated to advancing the science of patient and family engagement. As you’ll read in this report, we continue to move the conversation forward.

The year 2019 saw an expansion of our primary research efforts, both here at home and around the world as we moved into international markets. We teamed up with new organizations, including the DAISY Foundation, a leading voice for the power of meaningful nurse recognition to improve patient care and engagement.

Our goals for 2020 include:

• Conducting Phase 2 of the Adolescent Capacity to Engage Index Instrumentation Study
• Exploring the impact of a heart failure care bundle on readmission rates and the patient experience
• Exploring the digitization of care and its impact on the patient and provider experience
• Conducting research to explore the facilitators and barriers to clinicians’ adoption of technology to enhance the patient experience
• Convening the Clinical Advisory Council in 2020 to advance our patient engagement research agenda

We are indebted to the nation’s top healthcare providers, who partner with us to advance groundbreaking research that optimizes the patient and family experience. We’re grateful for the support of GetWellNetwork, which funds this research and allows us to disseminate our findings through presentations and publications with our clinical partners. And we appreciate the industry experts and thought leaders who make up our Clinical Advisory Council and provide strategic direction that guides our work.

For the very latest research and articles about patient and family engagement, I invite you to check out the Annotated Bibliography and Evidence Matrix (updated quarterly) on our website.

And please feel free to reach out to our Vice President of Research and Analytics, Dr. Ellen Swartwout, with your ideas, comments or questions: eswartwout@getwellnetwork.com.

As always, thank you for your ongoing support. We look forward to an exciting and productive year ahead.

Sincerely,

Karen Drenkard, Ph.D., RN, NEA-BC, FAAN
Clinical Advisor, O’Neill Center, GetWellNetwork
Research Activities

The O’Neil Center collaborated on multiple research projects in partnership with top healthcare organizations to advance the science of patient and family engagement.

Children’s National Medical Center – Juvenile Diabetes Study

The study, “Examination of the Issues, Facilitators and Barriers of Adolescent Type 1 Diabetes Self-Management,” was completed in January. This qualitative study enlisted focus groups of teens, parents and clinicians to determine what deters or assists adolescents in managing Type 1 diabetes. In addition, feedback from the focus groups showed how technology and its features can be designed to optimize self-management of teens’ diabetes and care. The results will be used to develop an adolescent Type 1 diabetes Pathway through GetWellNetwork’s digital care management technology, GetWell Loop.

Person Engagement Index – Clinical & Research Cohorts

This multisite research instrumentation study to develop the Person Engagement Index (PEI)\(^1\) measures a person’s capacity to engage in his or her healthcare and is used to partner with patients to facilitate self-care management. Two organizations, Wake Forest Baptist Health and AdventHealth Celebration are using the PEI in research studies, and three organizations have used it in the clinical practice setting to further engage patients in their care. A manuscript discussing successful multisite research strategies was published in the *Journal of Nursing Administration*’s research issue in May.\(^2\)
**DAISY Foundation & GetWellNetwork Study – Leveraging Technology to Sustain Extraordinary Care: A Qualitative Analysis of Meaningful Nurse Recognition**

This descriptive study identified core themes for meaningful nurse recognition by patients and families in healthcare organizations in the United States. A convenience sample of DAISY nurse recognition comments was collected from three organizations through an inpatient patient engagement solution and analyzed using artificial intelligence techniques. Study results identified courtesy and respect as the top themes for nurse recognition, with empathy/compassion, helpfulness, kindness, attentiveness and emotional comfort being the behaviors associated with courtesy and respect. Detailed study results were published in the *Journal of Nursing Administration* in 2019.3

**Boston Children’s Hospital: Child HCAHPS Study**

The O’Neil Center/GetWellNetwork partnered with Boston Children’s Hospital Center of Excellence for Pediatric Quality Measurement to deliver the Child HCAHPS survey through the GetWellNetwork platform. The survey was designed to capture patient and family experiences, and was administered on the day of discharge. Boston Children’s and three other sites tested response rates and survey completion in real time. A total of 2,536 surveys were started, with 1,369 completed. Study results will be used to further develop technological solutions to optimize how we evaluate the patient and family experience.

**Inova Alexandria Hospital – Heart Failure Education Study**

This study will evaluate the impact of novel heart failure education delivery methods on key hospital metrics. Inova Alexandria Hospital will use three new approaches to educate heart failure patients: 1) A heart failure Pathway delivered via an electronic platform through the inpatient room television with nurse reinforcement; 2) a Heart Failure Nurse Patient Care Navigator; and 3) focused nurse heart failure education. Results will be compared to the current standard — paper educational materials with nurse teaching — for their impact on 30-day heart failure readmission rates, length of stay and unit HCAHPS scores for discharge and medication teaching.
Adolescent Capacity to Engage Index Instrumentation Study

The Adolescent Capacity to Engage (ACE) index was designed to measure teens’ capacity to engage in their healthcare and manage their care, incorporating their imminent transition to adulthood. Items for the ACE index were developed and underwent rigorous content expert review. A multisite instrumentation study in collaboration with three of the country’s top children’s hospitals is underway. Phase 1, which includes pilot and cognitive testing, is being conducted at Nemours/Alfred I. duPont Hospital for Children in Delaware, Ann & Robert H. Lurie Children’s Hospital of Chicago and Children’s Health in Dallas. Items will be revised based on Phase 1 findings and then tested in Phase 2 at each site.

UPMC Whitfield-Ireland – Impact of Digitization Study

UPMC Whitfield and GetWellNetwork are collaborating on a study to examine the impact of a digitized care system versus the current paper-based system on patient/provider experience. In addition, secondary outcomes will be examined, including the impact of digitization on readmission rates, canceled procedure rates and patient engagement scores among the populations using the technology platform. Utilization metrics will be compared with current technology platform benchmark rates. The study protocol is complete and undergoing ethics review.

Nurse Scholars Fellowship Program

The O’Neil Center Nurse Scholars Fellowship Program is a collaboration between the O’Neil Center and the University of Pittsburgh School of Nursing. The program just began its sixth year. The fellowship gives two Ph.D. students the opportunity to work with researchers, thought leaders and clinical experts in the arena of person and family engagement and the use of technology in healthcare. U of Pitt doctoral students Ran Sun and Linden Wu participated in several research projects, most recently examining the socio-demographic factors that impact a person’s capacity to engage in the healthcare journey. The results of the study were published in the July 2019 issue of the Patient Experience Journal.4
**University of Minnesota Collaboration – Congenital Heart Defect Care Plan**

The University of Minnesota has collaborated with GetWellNetwork to develop a GetWell Loop care plan for congenital heart defects as part of a grant-funded research protocol. An additional grant application is being submitted, looking at the use of technology to help self-manage fecal incontinence.

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Previous publications include:

2018


2017


2016


2015


Karen Drenkard visits Kaiser Baldwin Park – thanks to Carol Howland CNO and Rocky Sanchez for leading the way with GetWellNetwork solutions.

Out and About

O’Neil Center leaders traveled the country to share patient engagement strategies, research studies and results at numerous conferences and events.

Karen Drenkard and GetWellNetwork team meeting with nurse executives at the 2019 Beryl Patient Experience Conference in Dallas, TX.

Pictured left to right: Ellen Swartwout, Karen Drenkard, Joanne Clavelle and Patsy Deyo from the O’Neil Center/GetWellNetwork at the American Academy of Nursing conference.


2019

**APR**
“Leveraging Technology to Combat the Opioid Crisis”
Presenter: Dr. Karen Drenkard
GetWellNetwork Regional SPARK event
Dallas, TX

“Patient Gratitude: Artificial Intelligence and the Human Touch”
Presenters: Dr. Joanne Clavelle, Dr. Cynthia Sweeney, Cindy Lefton and Dr. Senem Guney
Co-Author: Dr. Ellen Swartwout
AONE Conference
Indianapolis, IN

**MAY**
“Clinical Leadership Trends”
Presenter: Dr. Karen Drenkard
Carroll Hospital, Nurses Week Celebration
Westminster, MD

“Capturing the Voice of the Patient to Improve Care Outcomes”
Presenter: Dr. Karen Drenkard
Inova Alexandria Hospital, Nurses Week Celebration
Alexandria, VA

**OCT**
“Caring Science Health Care Organization Accreditation Standards: Become an Accredited Caring Science Organization”
Presenter: Dr. Karen Drenkard
Watson Caring Science Consortium
San Francisco, CA

“Creating a Culture of Patient and Family Engagement”
Presenter: Dr. Karen Drenkard
Central Connecticut State University
Hartford, CT

**NOV**
“Show Me the Money: The Return on Investment for Professional Development in Action”
Presenter: Dr. Karen Drenkard
Kaiser Permanente Southern California
Pasadena, CA

“Every Nurse is a Leader”
Presenter: Dr. Karen Drenkard
University of Missouri Nursing Symposium
Columbia, MO
Karen Drenkard, Ph.D., RN, NEA-BC, FAAN  
Co-Chair, Beryl Institute, Nurse Executive Council  
Board member, American Academy of Nursing  
Member, Strategic Advisory Committee, RWJF and the Center to Champion Nursing in America  
Immediate Past President, Friends of the National Institute of Nursing Research  
Co-Chair, Institute for Nursing Leadership, American Academy of Nursing  
Editorial Advisor, Journal of Nursing Administration and Nursing Administration Quarterly

Ellen Swartwout, Ph.D., RN, NEA-BC, FAAN  
Member, American Academy of Nursing Acute & Critical Care Expert Panel  
Peer reviewer, Journal of Nursing Measurement; International Journal of Health Policy and Management; and American Journal of Nursing  
Member, Council for the Advancement of Nursing Science, American Academy of Nursing Membership Committee

Patricia Deyo, MSN, RN  
Secretary, Board of Directors, Association for Professionals in Infection Control and Prevention (APIC) Consulting  
Board member, APIC Consulting
Resources

O’Neil Center Website:
https://www.getwellnetwork.com/about/oneil-center-for-patient-engagement-research/

Annotated Bibliography:
https://cdn2.hubspot.net/hubfs/3860099/ONeil%20Center/BIB%20Nov%2019.pdf

Evidence Matrix:

Children’s National Health System Autism Resources for Parents:

Children’s National Health System Autism Pathway Collaboration:

AARP Family Caregiver Video Series:
https://www.aarp.org/ppi/initiatives/home-alone-alliance/

Webinar: Addressing the Opioid Epidemic: Strategies to Improve Education and Increase Awareness:
https://info.getwellnetwork.com/addressing-the-opioid-epidemic
The Clinical Advisory Council includes clinicians, nurses, physicians, pharmacists, nurse researchers and academicians from the nation’s leading healthcare organizations and universities. The council provides strategic direction on standards, models, tools and research needs around patient engagement.
Council Members

Joanne Disch, Ph.D., RN, FAAN
Director, Katharine J. Densford International Center for Nursing
University of Minnesota School of Nursing

Susan Grant, MS, RN, NEA-BC, FAAN
Chief Nursing Officer
Beaumont Health

Nina Jeffords, RN, MSHA
Immediate Past Chief Operating Officer/Chief Nursing Officer
Sacred Heart, Sacred Heart Health System, Ascension Health

Jean Johnson, Ph.D., RN, FAAN
Former Dean and Professor
George Washington University School of Nursing

Jerry Mansfield, Ph.D., RN, NEA-BC
Executive Chief Nursing Officer,
Medical University of South Carolina

Robin Newhouse, Ph.D., RN, NEA-BC, FAAN
Dean and Professor, Indiana University School of Nursing

Sherry B. Perkins, Ph.D., RN, FAAN
Executive Director, Surgery
Beebe Healthcare

Patricia Reid Ponte, Ph.D., RN, FAAN
Clinical Associate Professor,
Boston College School of Nursing
Professor of Practice, Simmons College of Nursing

Andrea Schmid-Mazzoccoli, Ph.D., RN
Chief Nursing Officer, Center for Clinical Excellence, Bon Secours Health System

Peter H. Vlasses, PharmD, DSc (Hon.), BCPS, FCCP
Executive Director, Accreditation Council for Pharmacy Education

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