Models of Care: Managing Illness in an Aging Population

Dignity-Driven Decision Making: Improving Care for People with Advanced Illness

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What is Dignity-Driven Decision Making?

DDDM revolves around an ongoing *relationship* between patient and clinicians in which care decisions are made.
Characteristics of Model Programs

Dignity-Driven Decision Making *plus*

- assured expedited access to providers
- targeted populations
- structured care processes – including care planning and case management
- integration with community-based services
- clinical services in the home
- patient and family satisfaction as an outcome
Barriers to DDDM-Based Care

• Medicare Coverage and Payment Policies
  — *Not* a barrier for capitated populations (25% of Medicare beneficiaries)

• Need for Appropriately Trained and Experienced Clinicians

• Need for Organizational Infrastructure
  — IT
  — Administrative Support
  — Training and Reward Systems

• Organizational Culture: Taking Responsibility for Care of the Patient, Over Time, Rather than Episodic One-Off Interventions
Results of DDDM-based programs

• Reduced inpatient hospital use
• Reduced number of ED visits
• Perceived patient and family satisfaction
• Rigorous financial analyses just beginning
Expanding the Model

- Payment reform
  - Shared savings or other approaches
- Development of appropriate outcome/quality measures
- Clinician education, training, recruitment, and support
Our mission is to advance the development of a sustainable continuum of quality care for seniors.

Our vision is a society where seniors receive medical treatment and human services that are integrated in the setting most appropriate to their needs and with the greatest likelihood of a healthy, independent life.

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