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## PATIENT CARE PROGRAM

### *Program Description*

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Despite many efforts to improve healthcare in the United States, tens of thousands of patients still die needlessly in hospitals every year, and millions of dollars are spent on preventable complications. Moreover, almost half of all patients report a loss of dignity and respect when interacting with the healthcare system. They and their families are rarely seen as a unique resource for important information, vital perspectives, and valuable partnerships.

To address these problems, the Gordon and Betty Moore Foundation has created the Patient Care Program, as an enduring commitment, to focus on two critical areas that the Foundation believes must be further developed and fully integrated to realize high-quality, high-value healthcare for Americans. The Patient Care Program, in collaboration with others, seeks the (1) meaningful engagement of patients and their families in their own care, intimately linked with (2) a systems approach that optimally, cohesively reconfigures interprofessional teams, processes, and technology to be supportive of that engagement. For example, supportive healthcare is safe and ensures dignity for patients. By developing and integrating the two critical areas simultaneously, the Foundation believes that healthcare will be better, more cost-effective, and more respectful, not only of patients and their families but also for those who serve them.

The Foundation believes that meaningfully engaging patients and their families within a cohesive, supportive system will lead to a fundamental shift in how healthcare is delivered and the results it achieves. It will lead to consistently valuable, high-quality care in this country.

The Foundation expects to allocate a half billion dollars over ten years if the Program develops as anticipated. The new Program will build on the achievements and current work by others in the field, collaborate with like-minded organizations, and fund research and clinical projects that will develop and fully integrate these two critical areas: (1) patient and family engagement in their own healthcare, and (2) systems approach to providing healthcare; all towards better outcomes and greater impact.

Through the work of the Patient Care Program, patients and their families who are engaged in their own healthcare will, among other activities:

- Work as recognized partners with the healthcare team;
- Participate as fully-informed partners in shared decision-making with their healthcare professionals;
- Equip themselves with the knowledge and skills to manage, when desired and appropriate, their own healthcare; and
- Understand their role and the valuable contribution they can make in ensuring safe, cost-effective, respectful, and, above all, high-quality healthcare.

At the same time, the Patient Care Program's systems approach will redesign healthcare delivery to integrate multiple elements—information technology and decision support, medical technology, interprofessional team-based care, practices based on evidence, systems engineering and continual learning—such that all the different parts work together in an integrated, interdependent, coherent whole that supports continual engagement of patients and families.

The Patient Care Program includes and builds on the achievements of the Foundation's Betty Irene Moore Nursing Initiative, which is significantly improving patient care in northern California hospitals, and the Betty Irene Moore School of Nursing at the University of California, Davis, which is transforming healthcare through nursing education, research, and leadership.