

NHIF's First Steps: Making Research a Reality



When we created the National Home Infusion Foundation (NHIF), a core facet of our mission was “elevating infusion practice to the highest level of patient care and value.” There were three stated methods by which we would support enhancement of patient care and outcomes: leadership, research, and education. Today, I am proud to announce that our first research endeavor has been completed, and a summary is printed here in INFUSION.

Because patients are at the heart of what we do, this project focused on patient satisfaction. Patients will play a more consumer-oriented role as health care delivery moves to a value-based system. Along with clinical outcomes, patient satisfaction scores are likely to become critical data points upon which our quality will be judged.

Almost every home and specialty infusion provider doing business today measures patient experience in one way or another. This is encouraging, but—as with the S-codes and outcomes definitions—a lack of standardization could hurt the

industry if not addressed. Uniform and validated survey questions will allow providers to benchmark against one another and pool data for stronger analysis.

From a strategic perspective, the establishment of these uniform patient satisfaction questions represents a critical advancement for our field. Yet, it is up to all of us to adopt these survey questions as part of our own patient satisfaction efforts so that we may finally have actionable information about the home infusion patient experience—confirming our advocacy claims that patients prefer the home setting and can safely take on self-care. This data we collect would also allow the field to identify ways for improving the experience and overall health of patients under our care. And, if health care reimbursement continues to move toward a model that rewards patient satisfaction scores as a measure of quality, we will have a road-tested set of survey questions ready for adoption by payers, regulators, and other interested parties.

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I encourage you to begin the education process by reading the following research paper with these thoughts in mind. There will be more talk on the resulting uniform patient satisfaction survey questions for home infusion providers in the coming weeks and months—specifically as part of the Executive Pre-Conference program being held in conjunction with the NHIA Annual Conference & Exposition in Orlando May 22-25. I hope to see you in Orlando to learn about this transformational research.

A handwritten signature in black ink that reads "Christopher J. Maksym".

Chris Maksym, Pharm D, RPh
Chair, National Home
Infusion Foundation