Project ACHIEVE: Research Briefs
Achieving Patient-Centered Care and Optimized Health
In Care Transitions by Evaluating the Value of Evidence

May 2018

Care Transitions from Patient and Caregiver Perspectives

Key Findings
When experiencing a care transition, patients and family caregivers want to feel: 1) prepared and capable, 2) clear accountability from health care providers, and 3) cared for and cared about.
When these are achieved, patients and caregivers perceive care as excellent and providers as trustworthy.

How can providers help?
Five provider behaviors are linked to the three outcomes identified by patients/family caregivers.

1) Provide uninterrupted care with minimal handoffs. Patients want providers to know their history and acknowledge them as a person. Continuity in care cultivates trust.

2) Provide actionable information about diagnosis and treatment. Patients feel capable when information is tailored, understandable, and accompanied by skills training. Confirming comprehension (teachback) is important.

“We struggled for information every single day…I would've liked more guidance.” —Caregiver

3) Use caring language, gestures and communicate compassionately. When shown empathy, patients tend to trust providers and adhere to their care plan. They want providers to know their names, sit when talking to them, and have concern for their wellbeing.

4) Anticipate patient needs to self-care at home. Patients and caregivers may not know what they’ll need at home and want help from providers to manage their care.

“It’s not until you get into the wilderness at home that you realize…the vastness of what you don’t know.” —Caregiver

5) Engage in collaborative planning with patients and family caregivers. Being involved in discharge planning was crucial and made patients feel supported.

“I was very glad that they included me...my involvement...was crucial.” —Caregiver

What is Project ACHIEVE?
Project ACHIEVE aims to 1) Rigorously evaluate care transition strategies, and 2) Understand what matters most to patients and caregivers during care transitions. These results are one component of this 5-year, $15 million study funded by the Patient Centered Outcomes Research Institute (PCORI).


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