

Empowering Providers to Empower Patients (EPEP) Program

Improve physician-patient communication and shared decision-making and the role that underserved patients, survivors, care partners, and healthcare professionals each play in that process

Why It Matters

Since healthcare professionals (HCPs) typically lack the time they would want to spend with patients, particularly in the Federally Qualified Health Center (FQHC) setting, they must find ways to save time while effectively and efficiently communicating with their patients.

HCPs need tools to improve discussions with patients and care partners and support better decision making. Patients want a positive relationship with their HCP, easy-to-understand culturally relevant information, and to play an active role in healthcare decisions.

The EPEP Program helps through:

- Enhanced pathology conversations by providing questions to colleagues
- Understanding the high value of tumor board crowdsourcing
- Sharing of best practices for having conversations with patients and their families
- Information about the timing of testing and how to have that conversation
- Ways to explain side effects vs disease symptoms in a simple comprehensive yet culturally competent manner

Solution

Provide HCPs with tools to feel empowered about shared decision making and connect patients in underrepresented communities with resources to help them access care and improve their cancer outcomes. Program resources and tools address barriers impacting physician-patient communications caused by lack of HCP awareness, outdated practices, outcome expectancy and inertia. HCPs learn new approaches to improve outcomes for patients through:

- **Needs Assessment** – Outlines key factors to HCPs that enable patient empowerment
- **Roundtables** – Lung cancer experts to improve physician-patient communications
- **Vignettes** – Information on testing, personalized treatments, equitable care for patients
- **Biomarker Testing Resource Guide** – Do’s and don’ts of testing from patient & HCP views
- **EPEP Portal** – Robust library of trusted educational resources delivered as personalized PDF
- **Infographics** – Steps for HCPs to work toward cultural humility to help empower patients



Key Learnings

HCPs often want to tell underserved patients about available resources but do not know where to start.

Clinical practices may not have time to identify and curate resources that are relevant and culturally appropriate for underserved patients.



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Impact

To date, EPEP has reached **over 12,400 HCPs**. In a survey deployed in 2023:



100% of respondents were very positive about this program



90% of respondents stated that the program gave them confidence to better facilitate shared-decision making with their patients



100% of respondents found relevant resources to share with their patients

