

RISING TO THE CHALLENGE OF PATIENT-BASED CARE

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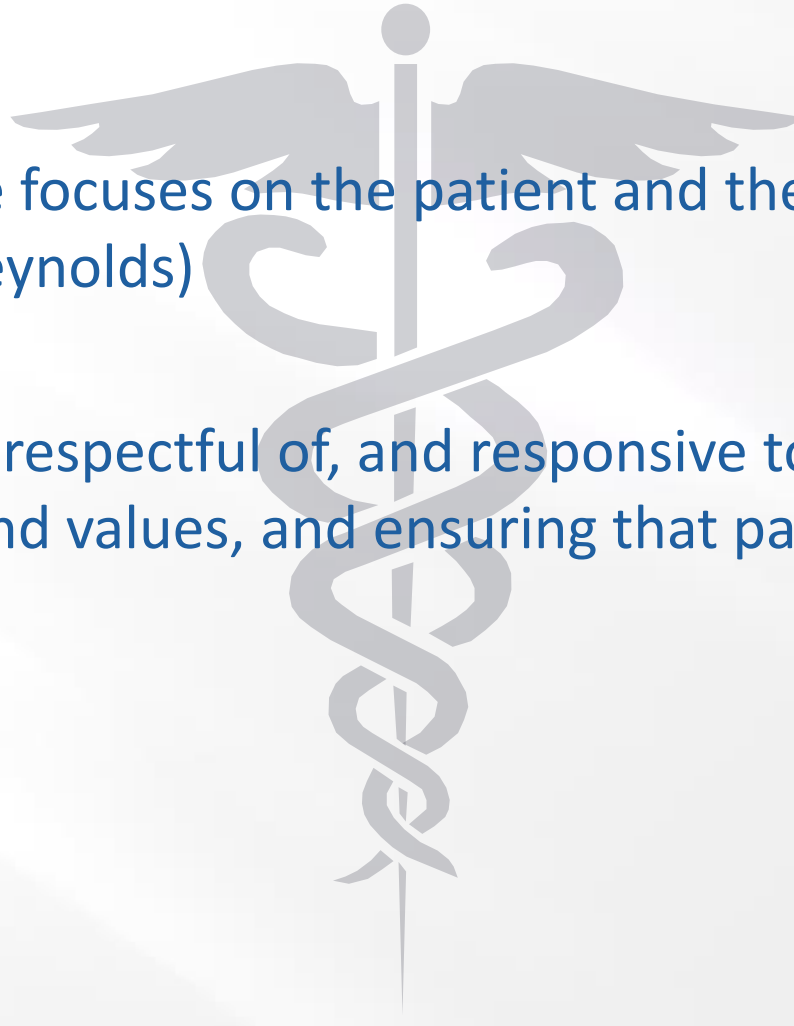
Outline

- ▣ What is Patient-Centred Care?
- ▣ Principles of Patient-Centred Care
- ▣ Benefits of Patient-Centred Care
- ▣ Challenges of Patient-Centred Care
- ▣ Rising to the Challenge



What is Patient-Centred Care?

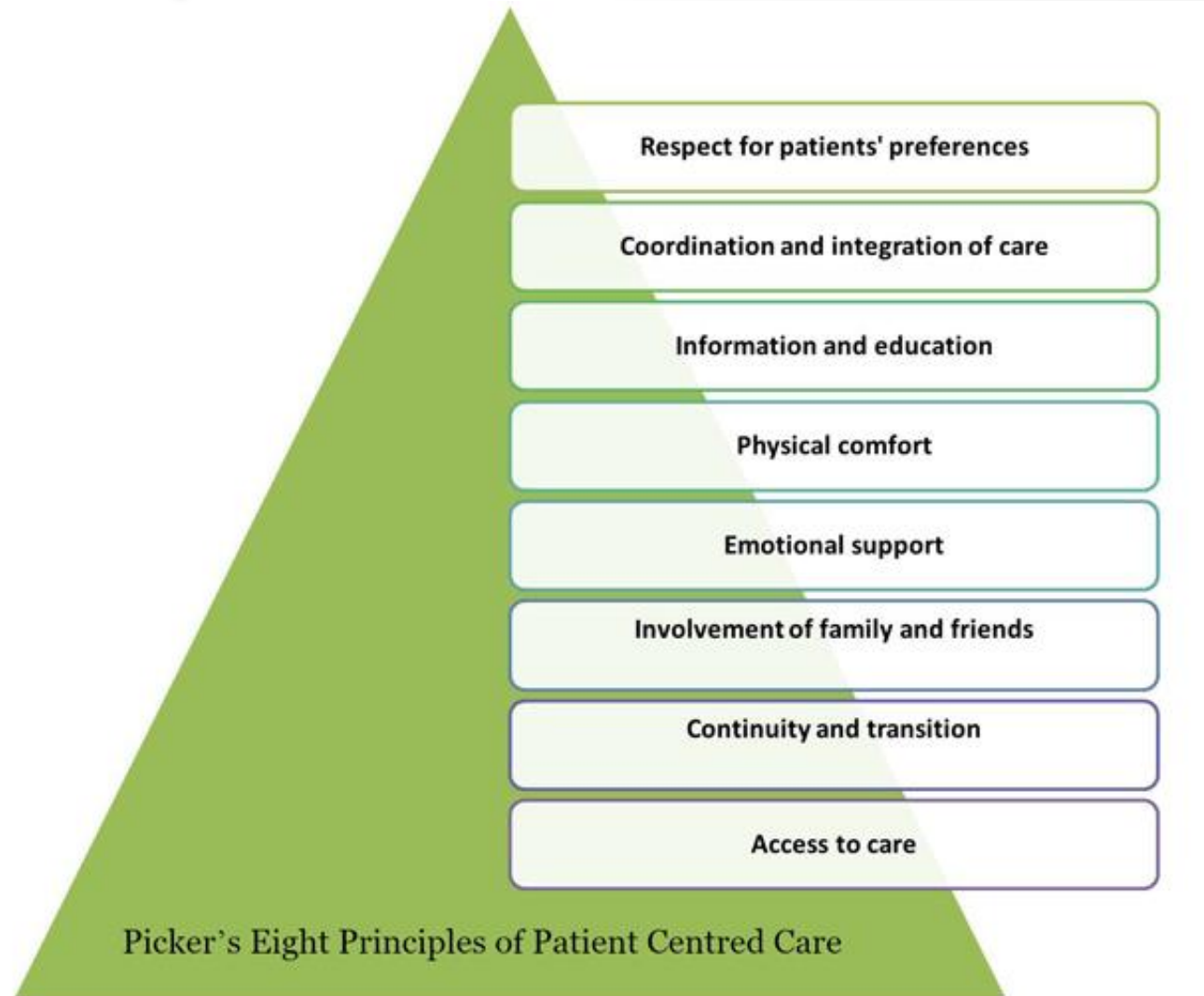
- ▣ No set definition
 - Patient-centered care focuses on the patient and the individual's particular health care needs (Reynolds)
 - Providing care that is respectful of, and responsive to, individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions (IOM)



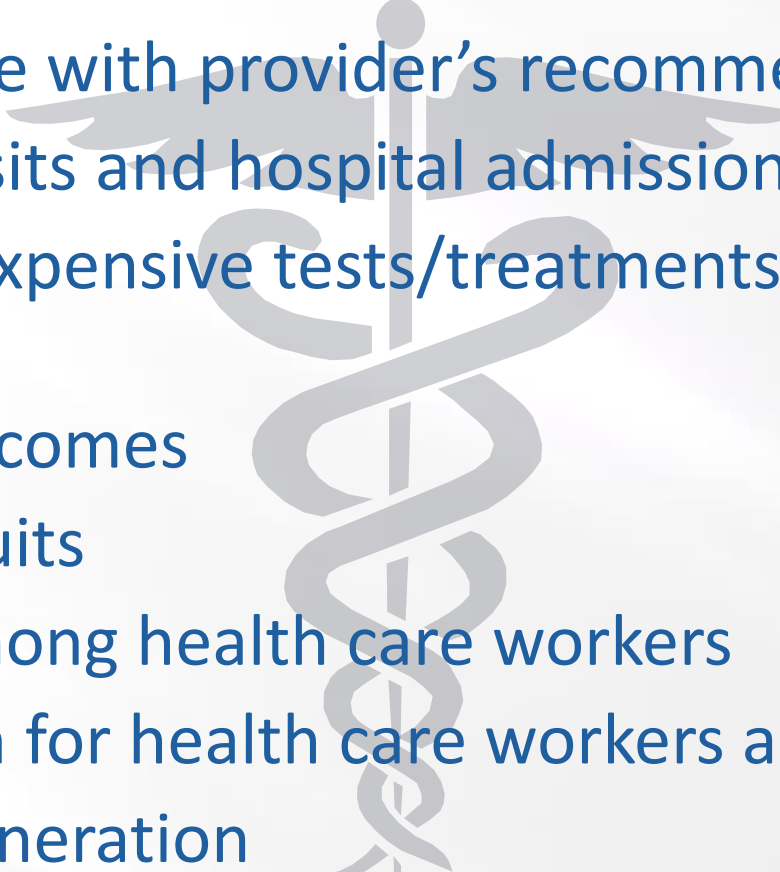
What is Patient-Centred Care?

- In patient-centred care, an individual's **specific health needs** and **desired health outcomes** are the **driving force** behind all health care decisions and quality measurements. Patients are **partners** with their health care providers, and providers treat patients not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective (NEJM Catalyst)
- Person-centred care is a way of thinking and doing things that sees the **people** using health and social services as **equal partners** in planning, developing and monitoring care to make sure it meets **their needs**. This means putting people and their families at the **centre** of decisions and seeing them as **experts**, working **alongside professionals** to get the best outcome (Health Innovation Network South London)

Principles of Patient-Centred Care



Benefits of Patient-Centered Care

- ▣ Improved patient satisfaction
 - ▣ Increased compliance with provider's recommendations
 - ▣ Fewer emergency visits and hospital admissions
 - ▣ Fewer requests for expensive tests/treatments, and general reduction of wasteful practices
 - ▣ Improved health outcomes
 - ▣ Fewer malpractice suits
 - ▣ Improved morale among health care workers
 - ▣ Enhanced reputation for health care workers and facilities
 - ▣ Increased income generation
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Challenges of Patient-Centred Care

- ▣ Change in practice culture
- ▣ Time constraints of practitioners, especially doctors
- ▣ Healthcare providers not updating themselves appropriately
- ▣ Reluctance of some patients to be involved in decision making
- ▣ Poor healthcare literacy in the general populace
- ▣ Negative financial incentives
- ▣ Patient satisfaction does not necessarily equate with good care
 - More care is not necessarily better care

Rising to the Challenge

- ▣ <https://www.youtube.com/watch?v=pj-AvTOdk2Q>
- ▣ <https://www.youtube.com/watch?v=Tej5g6w34BA>



References

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- ▣ Health Innovation Network South London – What is person-centred care and why is it important? https://healthinnovationnetwork.com/system/ckeditor_assets/attachments/41/what_is_person-centred_care_and_why_is_it_important.pdf
- ▣ NEJM Catalyst – What is patient-centred care? Aug. 2017: <https://catalyst.nejm.org/what-is-patient-centered-care/>
- ▣ Oneview Healthcare – The Eight Principles of Patient-Centred care, May 2015: <https://www.oneviewhealthcare.com/the-eight-principles-of-patient-centered-care/>
- ▣ Liberate Health – Benefits of Patient-Centred Communication, Dec. 2017: <http://liberatehealth.us/benefits-of-patient-centered-communications/>
- ▣ The Challenges of Patient-Centred Care, Dec. 2011: <https://reforminghealth.org/2011/12/05/45/>

