

Measuring Patient-centred Care – A Primary Health Care Perspective

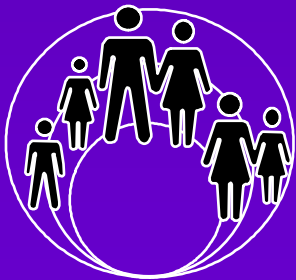
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Agenda

1. Introductions & Orientation 2 minutes
2. Presentation on patient-centred care
 - 2.1 Introduction of definitions of patient-centred care 5 minutes
 - 2.2 Does patient-centred care make a difference to patient outcomes? 5 minutes
 - 2.3 Does patient-centred care reduce costs? 5 minutes
3. The smorgasbord of made-in-Canada measures of patient-centred care
 - 3.1 After a patient visit 5 minutes
 - 3.2 Population survey 5 minutes
 - 3.3 At the program /organization level 5 minutes
4. Apply patient-centred measures to your situation. 10 minutes
 - On your own, cover 4.1 to 4.3.
 - 4.1 Read over the three options presented in the handouts, writing comments about the measures' strengths, limitations and gaps in the margin
 - 4.2 From what perspective do you want to measure patient-centred care
 - the patients? Y N
 - the populations? Y N
 - the service provide? Y N
 - 4.3 How do you imagine obtaining these perspectives
 - telephone?
 - face-to-face interviews?
 - questionnaires distributed in the clinical setting?
 - mailed questionnaires?
 - 4.4 Which measure(s) best suits your needs?
5. In your small group, please take turns each answering these questions. 30 minutes
 - Please identify a reporter for your small group
 - 5.1 Which measure(s) did you choose for your setting and why?
 - 5.2 What are the strengths and limitations of these measures?
 - 5.3 What are the gaps that these measures do not fill?
6. Reporting back from the small groups to the whole group 15 minutes
7. Closing remarks

Patient-centred care

- **What is it?**
- **Why is it so important to patients?**
- **Does it make a difference?**

Strategic Importance of Patient-Centred Care

1) Listening for Direction III, 2008

Priority –Patient-Centred Care

"collaboration"

"help patients be more engaged"

"relationship is a core value"

"coordination of care"

2) Ministry of Health and Long-Term Care

Ontario's Externally Informed Priorities, 2009

#1 Priority – Person-Centred Care

"respect"

"choice"

"empowerment "

"coordination and integration"

LFD III 2008

5) Patient-Centred Care

Patient-centred care is seen as a collaboration between informed, respected patients and their families and a coordinated healthcare team to achieve quality healthcare. The focus is on the participation and engagement of the patient, as opposed to engagement of the public at large.

LFD III 2008

5) Patient-Centred Care, continued

There are two sides to this: what is the patient doing to be more engaged; and what are providers doing to help patients be more engaged?

LFD III 2008

5) Patient-Centred Care, continued

Discussions at workshops related to collaborative care: having patients participate in their own care and in decisions about their care, as well as having providers be more responsive and designing systems around patients' needs. Key is the need to implement and improve continuity and co-ordination of care from a patient-centred perspective with a philosophy of care where the relationship between provider and patient/family is a core value. The impact of increasing patient demand was also of concern.

Externally-Informed Annual Health Systems Trends Report

Trend 1 – PERSON-CENTRED CARE

Person-centred care, also referred to as patient-centred care, is defined in terms of the following attributes: respect for people's values, preferences, and expressed needs; coordination and integration of care; information, communication, education; physical comfort; emotional support and alleviation of fear and anxiety; involvement of family and friends; and transition and continuity.

Mead & Bower, Social Science & Medicine, 2000

Conceptual Development

- **Literature review**
- **"the most comprehensive definition is provided by Stewart et al., identifying six interconnecting components"**

Six Components of Patient-Centred Care

- Exploring both disease and the patients' illness experience**
- Understanding the whole person**
- Finding common ground**
- Incorporating prevention and health promotion**
- Enhancing the patient-provider relationship**
- Being realistic**

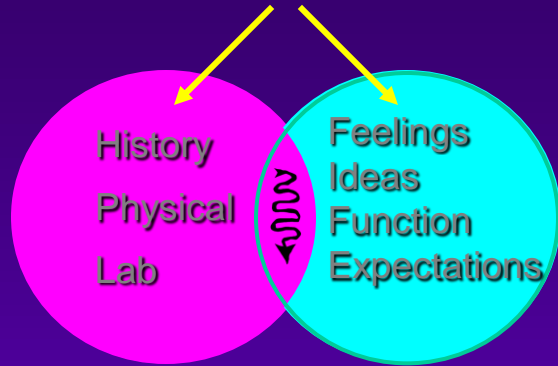
Stewart et al., 2003

The Patient-Centred Clinical Method

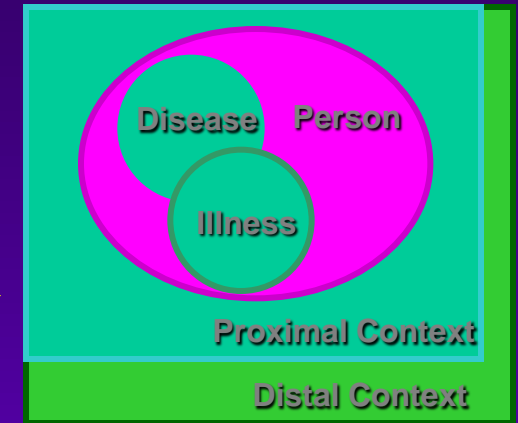
Six Interactive Components

1 - Exploring Both Disease and Illness Experience

Cues & Prompts



2 - Understanding The Whole Person



3 - Finding Common Ground

- problems
- goals
- roles

Mutual Decisions

4 - Incorporating Prevention and Health Promotion

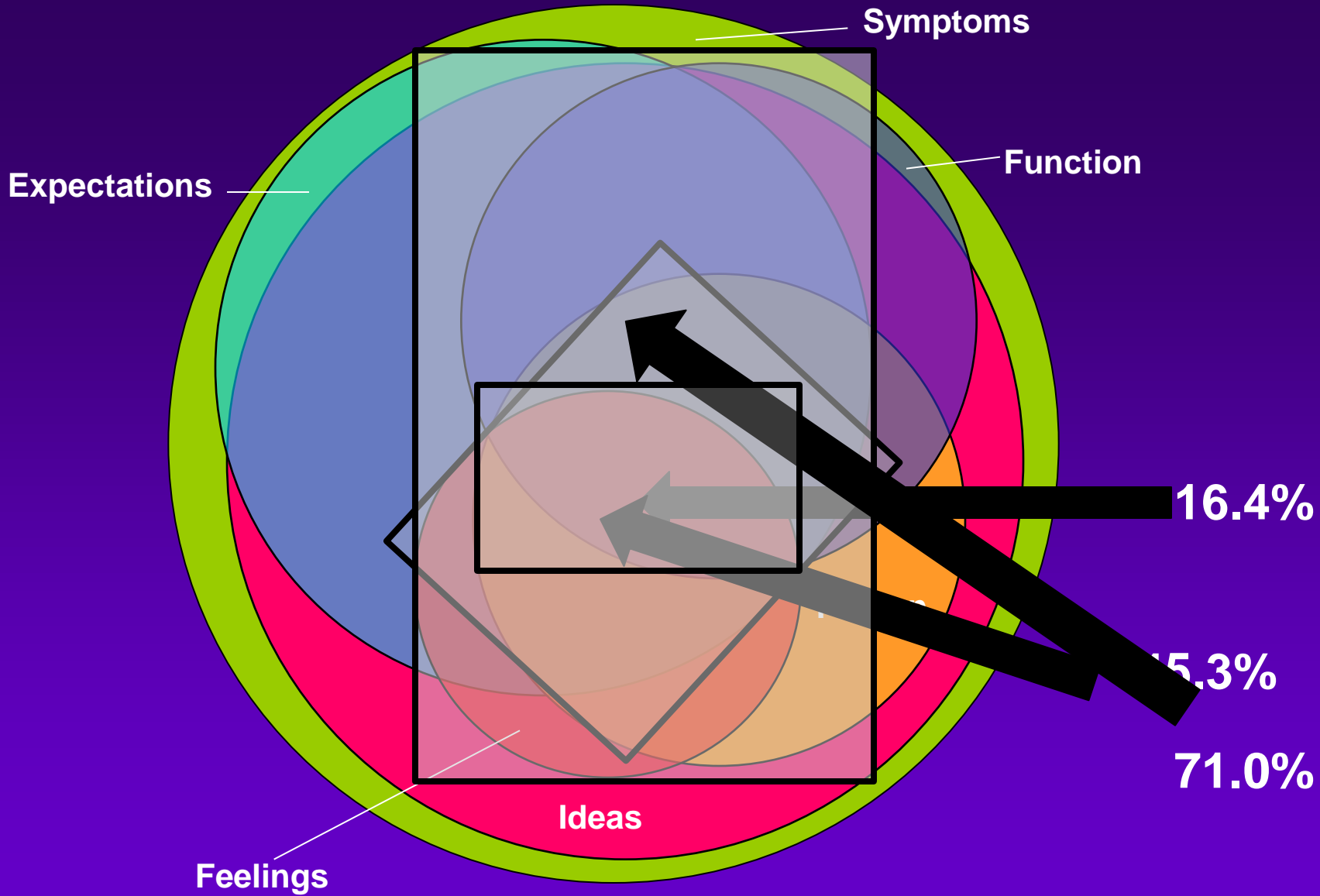
6 - Being Realistic

5 - Enhancing the Patient-Provider Relationship

**Is patient-centredness
important to patients?**

**Yes, 75% of patients expect
patient-centred care.**

Little et al., BMJ, 2001



Does patient-centred care make a difference?

- to patients' satisfaction?**
- to patients' health?**
- to the efficiency of health care?**

Patient-centred care makes a difference - to patient experience of satisfaction

**Henbest et al. South Africa
15% versus 46% satisfied**

**Moral et al. Spain (trial)
29% versus 55.6% satisfied that doctor considered
patient opinion regarding management**

**Stewart et al. Canada (trial)
77.8% versus 82.1% of breast cancer patients were
satisfied with care**

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference - to patient health

**Stewart et al. Canada (cohort study)
42.5 versus 48.8
on pain scores**

**Stewart et al. Canada (trial)
70.6% versus 88.2%
Patients feeling better**

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference - to the efficiency of health care

Stewart et al. Canada

24.3% versus 14.6%

patients with diagnostic tests

**\$29.48 versus \$11.46 per patient for
diagnostic tests during an episode of care**

Campbell et al. Canada

Odds ratio of re-utilization = 1.7

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference

- to patients' satisfaction**
- to patients' health**
- to the efficiency of health care**

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Questions of clarification?

Smorgasbord of Made-in-Canada Measures of Patient-Centred Care

- **After a patient visit:
Patient Perception of Patient-Centredness**
- **Population Survey:
Canadian Survey of Experiences with
Primary Health Care**
- **At the Program/Organization Level:
Human Services Integration Measure**