Patient Centredredness

A matter of perspective

Danny Vadasz
CEO
Health Issues Centre
Patient Centredness

- Integrated care
- Patient Reported Outcome Measures
- Values
- Continuity of care
- Co-design
- Consumer Reps
- Shared decisions

Patient Centred Care

Health Issues Centre
Health Issues Centre

Consumers

Researchers/Policymakers

Service Providers

Health Professionals

conversations

capacity

collaboration

culture
What about the absent voices?
Who are our consumer representatives?

- 67% women
- 71% tertiary qualified
- 60% former health/welfare or education staff
- 70% retirees
- 82% over 55

*Consumer Leadership training participants*
Can you recruit for diversity?
What would a "Gold Standard" look like?

“A true participatory model should embrace diversity, the vulnerable and the seldom heard so that they too may influence outcomes.”

- HIC definition
What is Social Listening?

The art of finding what you’re not looking for

Social Media
Vox-pops
Trusted informants
Consumer generated surveys
A consumer-centric view of integration

“The patient’s perspective (should be) the organising principle of service delivery.”

- Shaw et al, 2011

“I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me.”

- National Voices, 2012
Perspectives Shaping Integrated Care

(Shaw et al 2011, p 13)
Integration Strategies at Every Level

Picker model - 8 Principles of PCC

- Respect for patients’ preferences
- Coordination and integration of care
- Information and education
- Physical comfort
- Emotional support
- Involvement of family and friends
- Continuity and transition
- Access to care

Picker’s Eight Principles of Patient Centred Care

http://www.oneviewhealthcare.com/the-eight-principles-of-patient-centered-care/
Picker model - 8 Principles of PCC

- Respect for patients preferences
- Coordination and integration of care
- Information and education
  - Physical comfort
  - Emotional support
- Involvement of family and friends
  - Continuity and transition
  - Access to care

Picker’s Eight Principles of Patient Centred Care

http://www.oneviewhealthcare.com/the-eight-principles-of-patient-centered-care/
### The pillars of patient centredness

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**Patient as passenger**  
**Patient as driver**

*Without shared management, PCC is patient centred kindness*
Asking the right questions

WHAT REALLY MATTERS?

Female Parking Menopause Deal Appointments
Management Understanding Private Staff Children
Support Able Health Practitioners
Women Care Access Advice Friendly
Fitness Town Programs Confidentiality Pap Doctors
Pregnancy Think Travel

A SOCIALLY INCLUSIVE APPROACH TO DESIGNING THE MDHS WOMEN’S HEALTH & WELLBEING CENTRE
What matters most?

- Location
- Integrated health services
- Confidentiality/Privacy
- Safety
- Bulk Billing
- Women Clinicians
- Other (please specify)
“Non judgemental staff” and understanding of chronic conditions. Especially the invisible ones.”

“Not talking down to disabled women who access the service. Taking their concerns as legitimate and not fobbing them off.”

“A Dr that will listen to you and being able to get an appt when you are unwell not three weeks later and to not be interrogated as to why I need an urgent appt.”

“Someone that takes my concerns seriously. Not like ALL our current doctors.”

“We all know our own bodies, we know when something isn’t right. You go to the doctor’s and because we didn’t go to uni we are so stupid. I’m, so over getting a pat on the head and a Panadol.”

“I am going back to a doctor in Melbourne who I used to see at the drs here are very dismissive and hard to get to see when you do need them.”

“Being heard with a sympathetic eye about women's health care especially multiple sclerosis and other diseases instead of being shoved out the door as doctors don't understand them.”
The DRIVER model of Care

Decision sharing
Goal setting, Informed choice, financial consent, shared decisions, inclusion of family/friends

Respect
Dignity, timeliness, cultural sensitivity, real-time information, confidentiality, welcome, navigation assistance, privacy

Integration
Holistic, coordinated, continuous, transitional, comprehensive, minimally disruptive

Validation
Acknowledging patients as reliable witnesses to their own lived experience

Empathic
Holistic care, relate to the person not just their condition, relief of anxiety, compassion, comfort

Remedy
Adverse event reporting, complaint handling, treatment pathways
What do patients tell us about their care experience?

The measure of a good system is how well it works on a bad day. What happens to patient experience on those occasions?
Decision sharing

Informed consent

“No there was no negative information provided I was told that I should be able to play football in about 4x weeks’ time”

“I was told there was a slight risk of hernia but nothing about inflammation, seromas etc. Was also not aware it was plastic”

“No warning at all. However a few minutes before the surgery the Surgeon popped into my enclosure and asked me if i was sure i wanted the mesh as he would be happy to do it without. He didnt however mention anything about problems with it and it was my second bilateral inguinal hernia repair”.

Financial consent

“but then there were extras such as X-rays, ultrasounds, medications. They all added up. The anaesthetist was 1200 out of pocket.”
“We need doctors that listen that don't rush you out the door. I'm in pain like many others and I'm not heard”

“My local medical centre sometimes but not always makes me feel that I am a generic old lady. I dread losing my independence and having to rely on ‘care workers’ to survive.”

“some doctors just don’t want to listen. You’re just there for a reason and let’s deal with that and they don’t want to listen past what your complaint is.”

“Not talking down to disabled women who access the service. Taking their concerns as legitimate and not fobbing them off.”
“I’m sick of having to go through my medical history every time someone new walks through the door. Don’t they read their own files?”

“Because my mother had dementia she couldn’t even tell them who had been in to see her or what for. The left hand had no idea where the right hand had been let alone what it was doing.”

“The discharge summary just listed the changes to his medication. There was nothing about how his care should be transitioned to community based care at home.”

“When people finally get to see a GP they take a big list with them of things to talk about, and the GP only has a few minutes so has to prioritise on the day”
Validation

“We all know our own bodies, we know when something isn’t right. You go to the doctor’s and because we didn’t go to uni we are so stupid. I’m, so over getting a pat on the head and a Panadol.”

“A Dr that will listen to you and being able to get an appt when you are unwell not three weeks later and to not be interrogated as to why I need an urgent appt.”

“Surgeon told me I was fine and to get back on my bike (literally)”
Empathy

“Non judgemental staff and understanding of chronic conditions. Especially the invisible ones.”

“Clinicians who understand endometriosis and it’s associated issues. 1 in 3 women have experienced this issue yet hardly any professionals understand it.”

“Being heard with a sympathetic eye about women's health care especially multiple sclerosis and other diseases instead of being shoved out the door as doctors don't understand them.”

“Can’t work Loss of income Chronic pain Relationship strain Mental health” I am very angry and bitter about what has happened to me and how it has impacted on me and my family. I have not been able to work full-time, the pain takes its toll on me both mentally, emotionally and physically. I am not the husband, father, son, brother or friend that I would like to be. I hate seeing my wife being always on the edge worrying when a pain spike will hit me, when I will become enraged due to the pain I feel.”
“The hospital lost the complaint and despite being assured it was actioned, it was not

“There were multiple issues and no apology from the Dr.

“The nurse refused to come to mediation and I was told there was nothing else we could do

“Made to feel like I was making it up and wasting their time despite evidence that there were multiple negligences that contributed to my husband nearly losing his life. There was a clear lacking in accountability.

“Nothing was done. The saw me as a distruprption that needed to be supervised. Not the nurse in charge that needed to be retrained.