What do we know about patient and family centred care?

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November 18, 2013 Michael M. Rachlis MD www.michaelrachlis.com
Outline:

• What is patient & family centred care?
• Why is it important?
What does patient and family centred care mean?
What does PFCC mean?

“An innovative approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients and families.”

NRC PICKER 8 DIMENSIONS OF PATIENT-CENTRED CARE

1. Respect for patients' values, preferences and expressed needs
2. Coordination and integration of care
3. Information and education
4. Physical comfort
5. Emotional support and alleviation of fear and anxiety
6. Involvement of family and friends
7. Continuity and transition
8. Access to care

Working Definition of Patient/Family Advisor (From IHI)

- A patient & family advisor works in a variety of healthcare settings sharing their personal stories to represent all patients & families in bringing authenticity, empowerment, respect and inspiration to the design and delivery of healthcare systems. Patient & Family Advisors roles include educator, speaker, advocate, collaborator and leader, ensuring the focus of healthcare is on the patient & the family.
Why is patient centred care important?
People can play a distinct role in promoting the health of themselves, their families, and their communities by:

- understanding the causes of disease and the factors that influence health
- self-diagnosing and treating minor conditions
- knowing when to seek advice and professional help
- choosing appropriate health care providers
- selecting appropriate treatments
- monitoring symptoms and treatment effects
- being aware of safety issues and preventing errors
- providing feedback to enable assessment of the quality of care

A Coulter. J Ambul Care Mgmt. 2012;35;80–89
People can play a distinct role in promoting the health of themselves, their families, and their communities by:

- ensuring that health care resources are used appropriately and effectively
- participating in clinical and health services research
- articulating their views in debates about health care priorities
- helping to plan, govern and evaluate health services
- working collectively to tackle the causes of ill health
- adopting healthy behaviors to prevent occurrence or recurrence of disease
- coping with chronic illness and self-managing their care
But PFCC needs support
Key support for PFCC

• Organizations which have successfully enhanced PFCC also have a strong performance management culture and structure

• Successful performance management for PFCC requires clear indicators of patient and family centred care and system wide training in quality improvement

• Patient and family representatives need skills training, peer support, and occasional mentoring

• Caregivers need skill training, management support, and occasional mentoring
Other key facilitating factors for PFCC

- Staff who are responsible for recruiting, providing knowledge and skills development, and interacting with advisers and the health system to ensure effective engagement
- Training for health care providers and organizations about how to enhance PFCC
- Compensation for patient and family advisers – either direct or in-kind compensation (which is easier to administer) or reimbursement for expenses
- A process which can deal with compliments, comments, concerns, and complaints
PFCC is one aspect of quality and dovetails with others, e.g. MB Health priorities

1. Capacity Building
2. Health System Innovation
3. Health System Sustainability
4. Improved Access to Care
5. Improved Service Delivery
6. Improving Health Status & Reducing Health Disparities Amongst Manitobans
Summary:

- Patient and Family centred care can improve the care experience as well as program and policy development
- PFCC needs targetted support to be effectively implemented into health systems