Origins and Definition

“Providing care that is respectful of and responsive to individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions.”

6 Key Dimensions

• Respect for patients’ values, preferences, and expressed needs
• Coordination and integration of care
• Information, communication, and education
• Physical comfort
• Emotional support
• Involvement of family and friends.

Benefits

- Promotes a partnership between a patient and the clinician
- Enables shared decision making
- Ensures communication is personalized for the patients needs and abilities

PATIENT-CENTERED CARE

Concept by Sachin Jain, Art by Matthew Hayward © 2014 All Rights Reserved

CLINICAL PERSPECTIVES
### Application in Practice

<table>
<thead>
<tr>
<th>Traditional Model</th>
<th>Patient-Centered Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient’s role is passive</td>
<td>Role is active</td>
</tr>
<tr>
<td>Patient is the recipient of treatment</td>
<td>Patient is a partner in the treatment plan</td>
</tr>
<tr>
<td>Clinician dominates the conversation</td>
<td>Clinician collaborates with the patient</td>
</tr>
<tr>
<td>Care is disease-centered</td>
<td>Care is QOL centered</td>
</tr>
<tr>
<td>Clinician does most of the talking</td>
<td>Clinician listens more and talks less</td>
</tr>
<tr>
<td>Patient may or may not adhere to treatment plan</td>
<td>Patient is most likely to adhere to treatment plan</td>
</tr>
</tbody>
</table>

https://instructionaldesignfusions.wordpress.com/2011/03/10/patient-centered-care/
Approach

• Know patient in terms of their own personal social world
• Listen to needs, desires, goals
• Allow patient to be informed
• Involved in care decisions
Not Just Communication: Current Directions

• Coordination of Care through RN’s and or Navigators
• Treatment Plans
• Psychosocial Screening
System Challenges

Leverage Technology

Activate Care Teams

Address the unique needs of the patient
Patient Challenges

- Lack of assertiveness
- Health literacy
- Numeracy
- Emotional state
- Concurrent illnesses

Balogh, E, Ganz, P, Murphy, S, Nass, S, Ferrell, B and Stovall, E. *Patient-Centered Cancer Treatment Planning: Improving the Quality of Oncology Care. Summary of an Institute of Medicine Workshop.* The Oncologist, 16
Provider Challenges

• Time and reimbursement
• Lack of tools for treatment plan
• Insensitivity to patients’ informational, cultural, and emotional needs

Balogh, E, Ganz, P, Murphy, S, Nass, S, Ferrell, B and Stovall, E. *Patient-Centered Cancer Treatment Planning: Improving the Quality of Oncology Care. Summary of an Institute of Medicine Workshop. The Oncologist*, 16
RESEARCH PERSPECTIVES
Patient-Centered Outcomes Research (PCOR) helps people and their caregivers communicate and make informed health care decisions, allowing their voices to be heard in assessing the value of health care options. This research answers patient-centered questions such as:

- “Given my personal characteristics, conditions and preferences, what should I expect will happen to me?”
- “What are my options and what are the potential benefits and harms of those options?”
- “What can I do to improve the outcomes that are most important to me?”
- “How can clinicians and the care delivery systems they work in help me make the best decisions about my health and healthcare?”

**Patient-Centered Research**

*Systematic Team Assessment and Rounds To Ease Distress Study* funded by T32NR01972

<table>
<thead>
<tr>
<th>Extreme Distress</th>
<th>No Distress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

First please circle the number (0-10) that best describes how much distress you have been experiencing in the past week including today.

<table>
<thead>
<tr>
<th>Practical Problems</th>
<th>Physical Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

- Child Care
- Housing
- Insurance/financial
- Transportation
- Work/school
- Dealing with children
- Dealing with partner
- Dealing with close
- Friend/relative
- Depression
- Fears
- Nervousness
- Sadness
- Worry
- Loss of interest in usual activities
- Spiritual/religious concerns
- Appearance
- Bathing/dressing
- Breathing
- Changes in urination
- Constipation
- Diarrhoea
- Eating
- Fatigue
- Feeling Swollen
- Fevers
- Getting around
- Indigestion
- Memory/concentration
- Mouth sores
- Nausea
- Nose dry/congested
- Pain
- Sexual
- Skin dry itchy
- Sleep
- Tingling in hands/feet

Second, please indicate if any of the following has been a problem for you in the past week including today. Be sure to check YES or NO for each.

- Other problems
Physical Activity as a Self-Management Approach to Improve Health Outcomes in Acute Myeloid Leukemia

PI: Albrecht funded by Massey Cancer Center Prevention and Control Pilot Projects
EDUCATIONAL PERSPECTIVES
Preparation of Clinicians

• Communication Skills
  – Motivational Interviewing
  – Role-playing
  – Interdisciplinary workshops

• Simulated experiences

• Note writing
As a nurse we have the opportunity to heal the heart, mind soul and body of our patients, their families and ourselves.

~ Maya Angelou

QUESTIONS?

Thank you.
References


https://instructionaldesignfusions.wordpress.com/2011/03/10/patient-centered-care/
