

Walk a Mile in Their Shoes:  
What is True Patient-centered Care?

# What do we hope to accomplish?

- Describe Patients as Partners in BC
- Define patient-centered care
- Describe current status of self-management support in BC
- Understand opportunities for partnering with patients

# Definition of patient centered care

- care organized around the patient
- providers partner with patients and families to identify and satisfy the full range of patient needs and preferences
- to succeed, a patient-centered approach must also address the staff experience
- the inclination to effectively care for patients is compromised if staff don't feel cared for

# Patient Story: Jared Provost

# Patient Story: Chris, Tanis, Leighton and Coen Wallace

# Videos

Barry

Karen

# Question and Answer Time



# Delivering Patient-Centered Care: Patients as Partners in BC

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# Patients as Partners

## Primary Health Care Charter

A Collaborative Approach



## First Annual Report April 2011

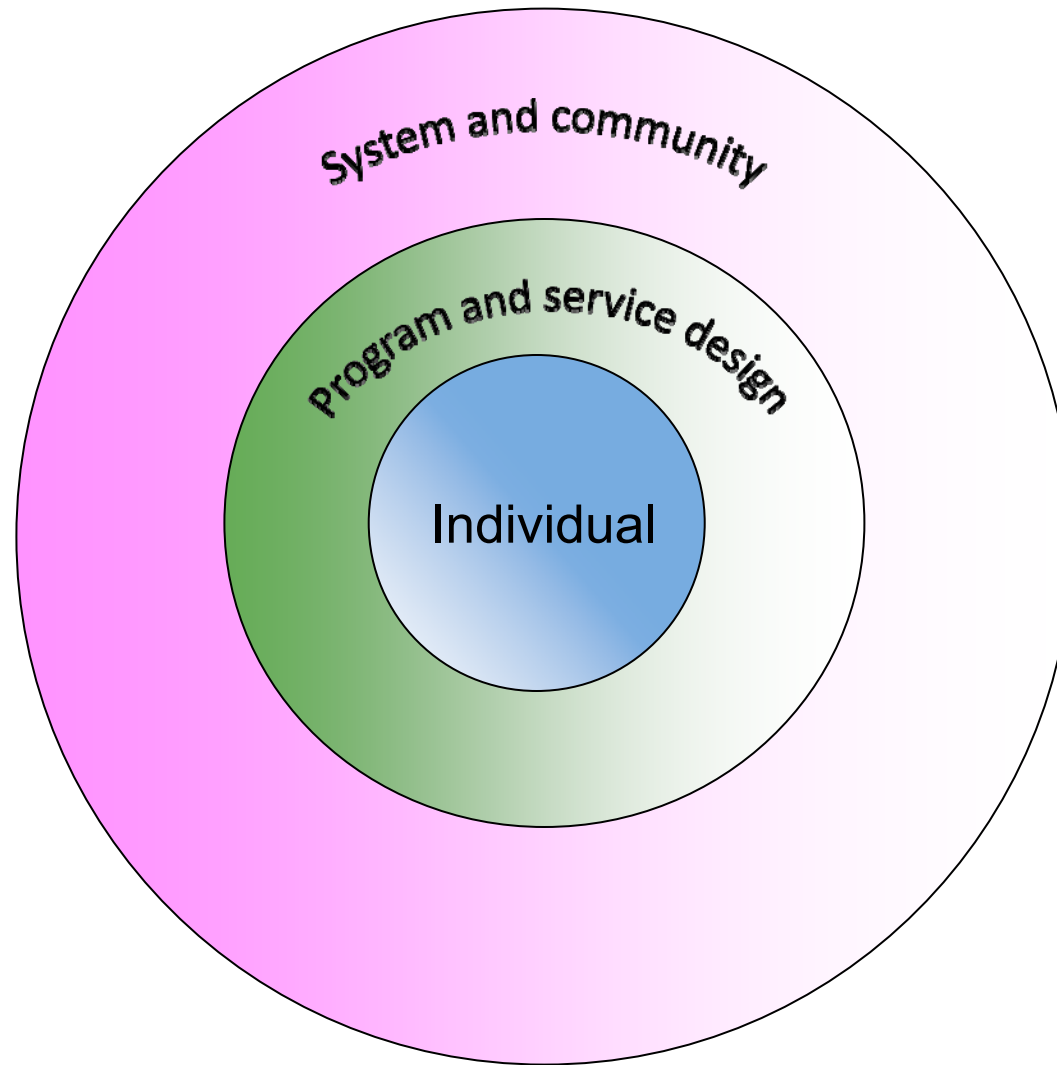


# Patients as Partners – BC definition

Patients, families and caregivers are partners in health care when they are supported and encouraged to :

- ✓ participate in their own health care
- ✓ participate in decision making about that care
- ✓ participate at the level they choose
- ✓ participate in quality improvement and health care redesign in ongoing and sustainable ways

# Patients as Partners in multiple ways



## Patients as Partners (PasP) Priorities for Provincial Steering Committee

- Create a clear vision for PasP
- Raise awareness about PasP philosophy throughout BC
- Build capacity in organizations and citizens to be meaningfully engaged in the health system
- Create a consistent sustainable measurement strategy and tools

## Individual Health Care

- Self-management support and self-management education
  - Stepped care approach
  - Patient Activation Measure
  - Capacity building for health care professionals
  - Talk to Your Health Care Professional
  - Self-management Programs at U Vic

# What is self-management?

Self-management relates to the tasks that an individual must undertake to live well with one or more chronic conditions. These tasks include gaining confidence to deal with medical management, role management and emotional management.

— Adams, Greiner and Corrigan (2004)

# What is self-management support?

The systematic provision of education and supportive interventions by health care staff to increase patients' skills and confidence in managing their health problems, including regular assessment of progress and problems, goal setting, and problem-solving support.

— Adams et al 2004

# Does Self-management work?

## Does Self-management Support (SMS) work?

- Review of 550 reports of high-quality research on supporting self-management concluded
  - attitudes, behaviors, quality of life, and clinical symptoms can be improved for individuals and groups
  - healthcare resource use can be reduced
  - SMS can alleviate pressure on health and social services and improve the health of the population



# What works in SMS?

1. Use brief targeted assessments
2. Information alone is insufficient
3. Use a non-judgmental approach
4. Collaboratively set priorities and goals
5. Use collaborative problem-solving
6. Use diverse providers
7. Use diverse formats
8. Enhance patient self-efficacy
9. Follow-up actively
10. Provide case-management for selected patients
11. Link to effective community-based programs
12. Use multi-faceted interventions

# SMS around the world

Political Map of the World, January 2011



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Healthy Communities and  
Supportive Family, Friends, and  
Caregivers

Expert  
Methods

Advanced Approaches  
(MI, Case/Care Mgmt, PST, Group, etc.)

Behavior Change Support:  
Goal Setting, Action Planning,  
Problem solving, Follow-up

Culture

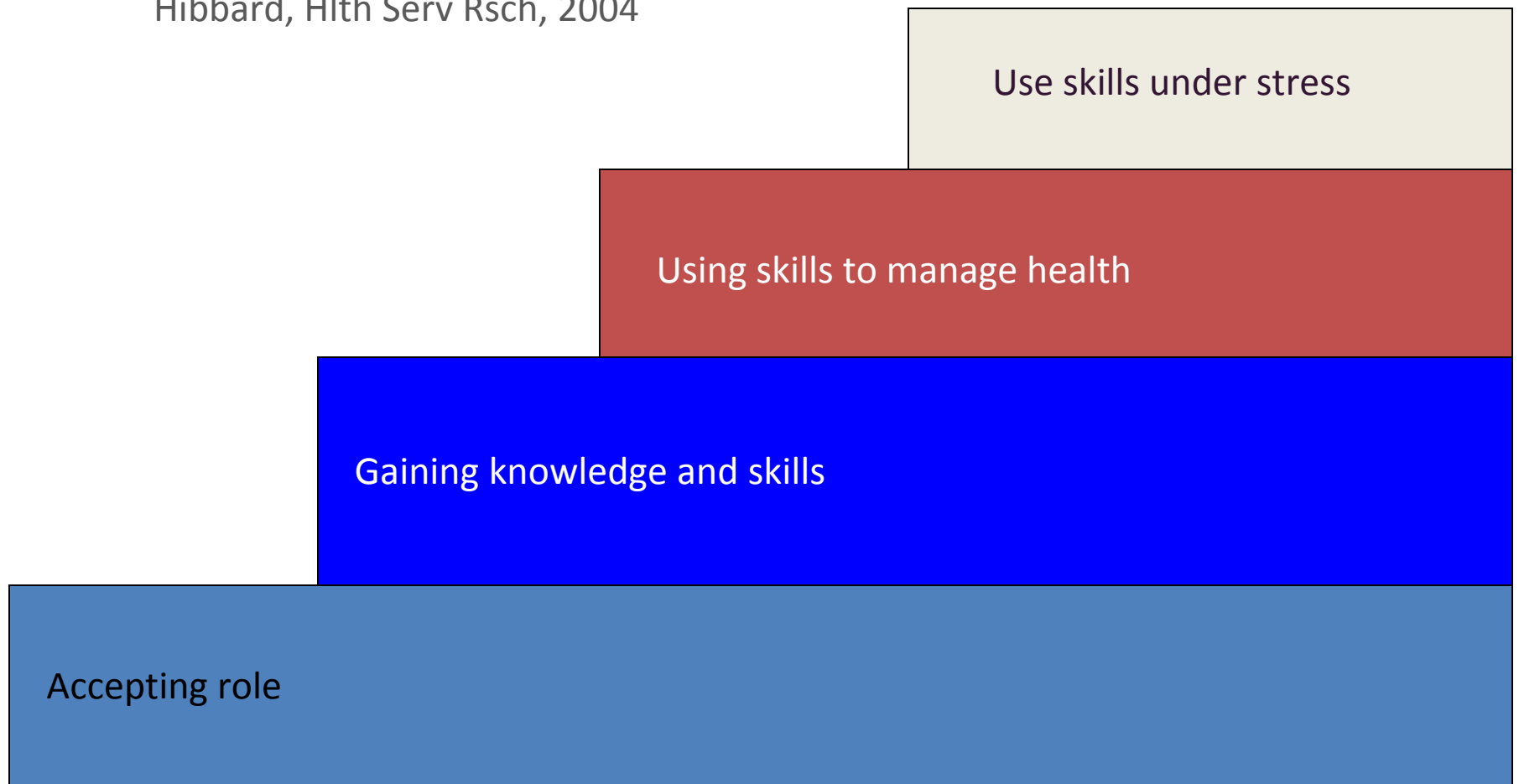
Health  
Literacy

Activation

## Stepped Care for Self-management Support

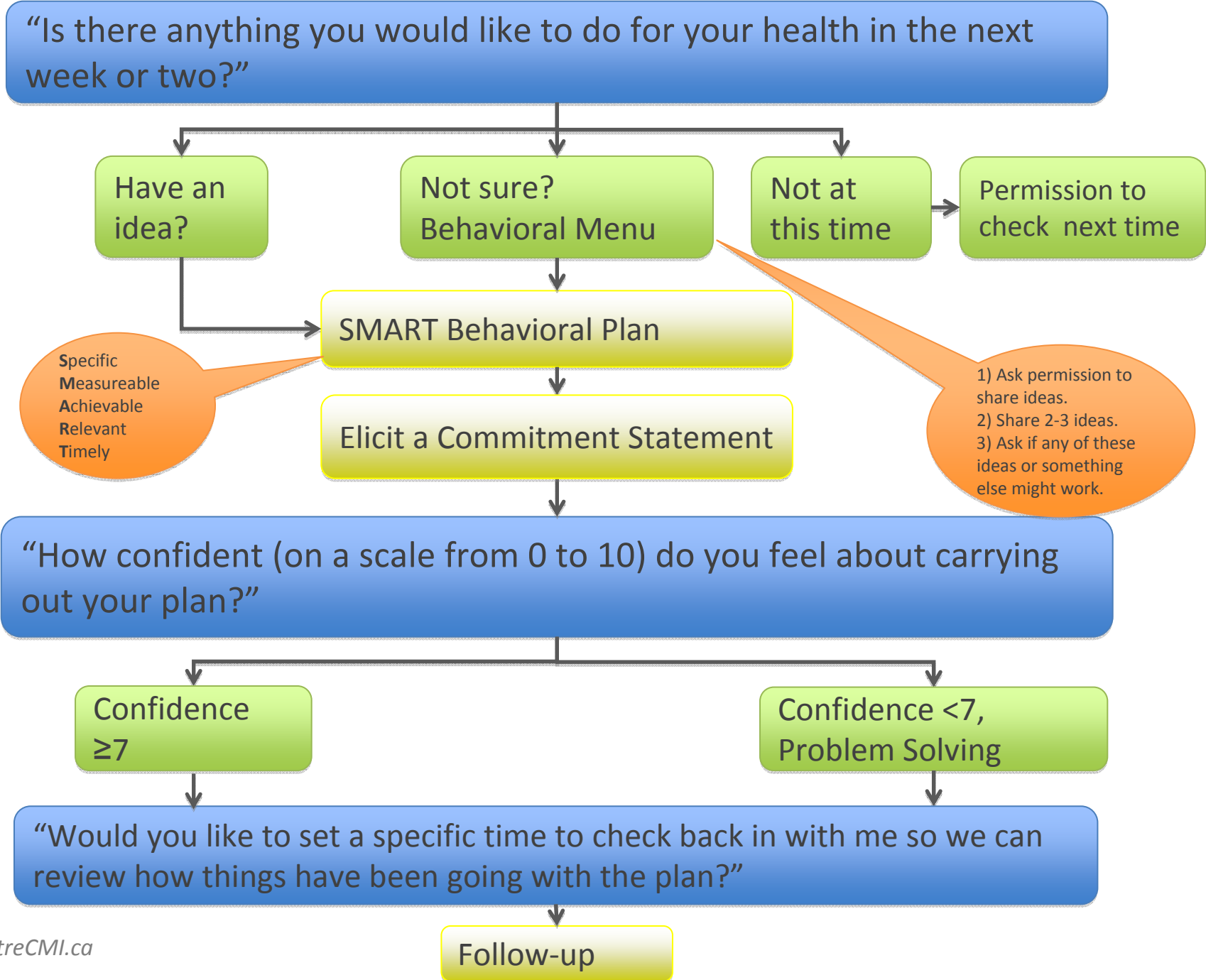
# Patient Activation

Hibbard, Hlth Serv Rsch, 2004



# Building skills of health care professionals

- Brief Action Planning Prototype
- 7 teams from 4 Health Authorities, FNIH and a non-profit
- Web-based training paired with practice and feedback
- Certification
- ImpactBC partnering with Centre for Comprehensive Motivational Interventions  
[www.centreCMI.ca](http://www.centreCMI.ca)



# Talk to Your Doctor and other Health Care Professionals

- Trained peer leaders
- Started in Prince George, Victoria and the Lower Mainland
- Workshop focused on
  - Informed shared decision-making
  - Communication skills for patients (prepare, ask, clarify, express concerns)
- Partnering with many organizations as workshop providers



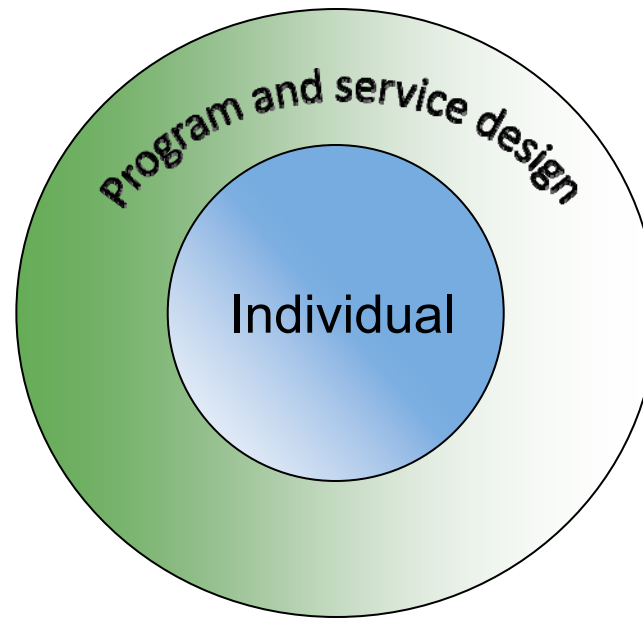
# Self-management Education

- University of Victoria Centre on Aging



**University  
of Victoria**

# Patients as Partners in multiple ways



## Program and Service Design

- Patient Voices Network
- Patient and Public Engagement (PPE) Training
  - Leaders
  - Practitioners
- Patient Journey Mapping

# PatientVoices

## NETWORK

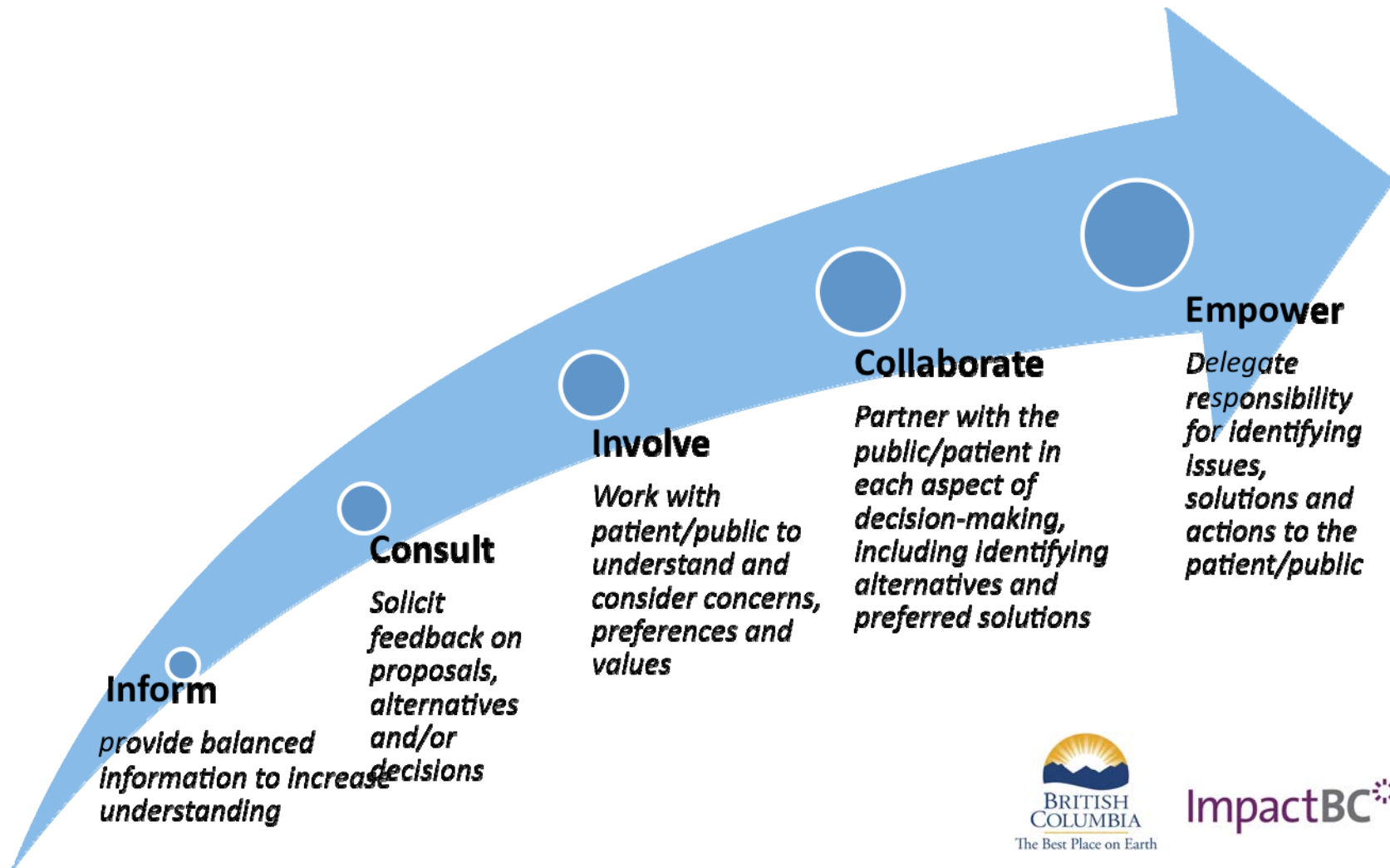




# Patient Voices Network – Interior Health



# IPCC Spectrum of Engagement

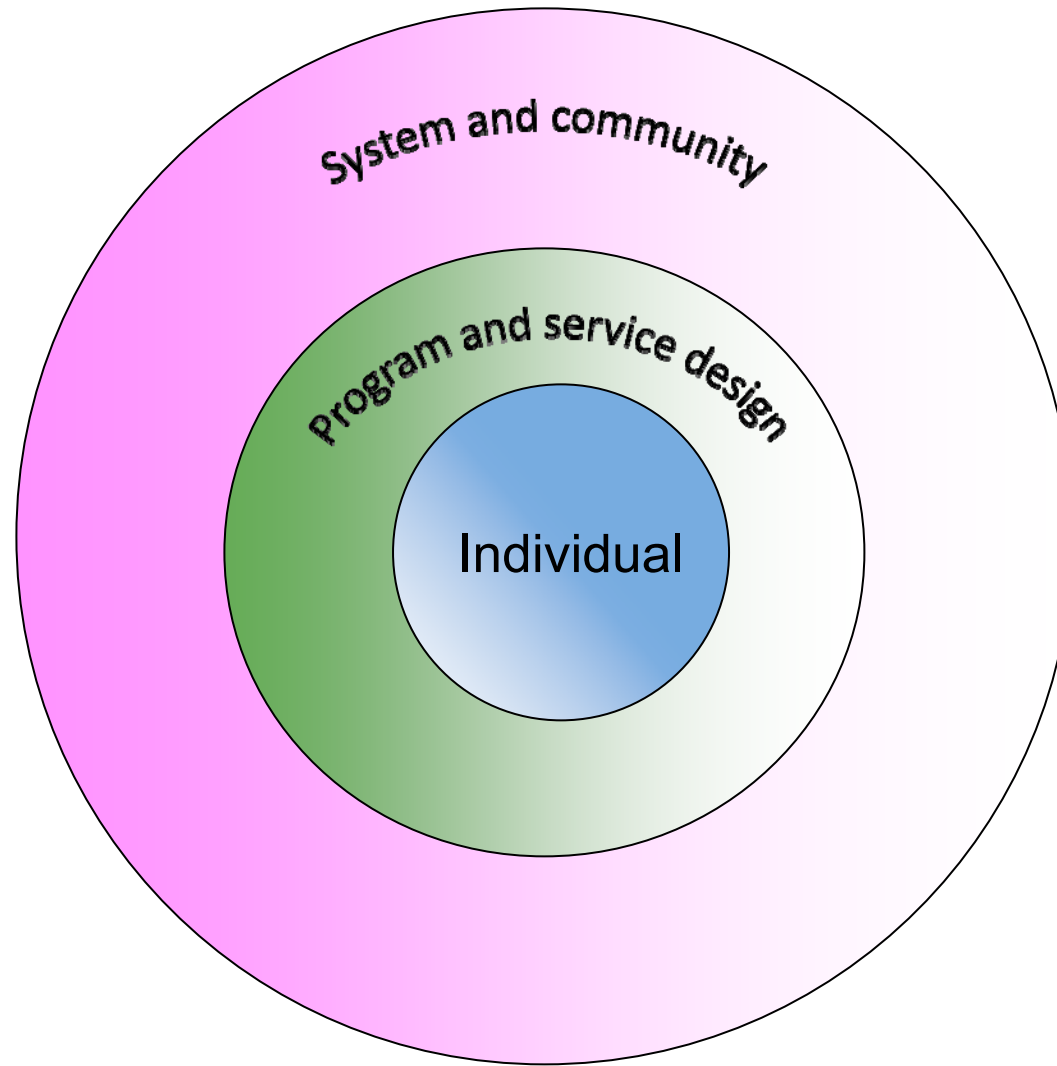




# Patient Journey Mapping – Interior Health



# Patients as Partners in multiple ways





## System and Community

- iCON
- PPE training
- Patient Voices Network

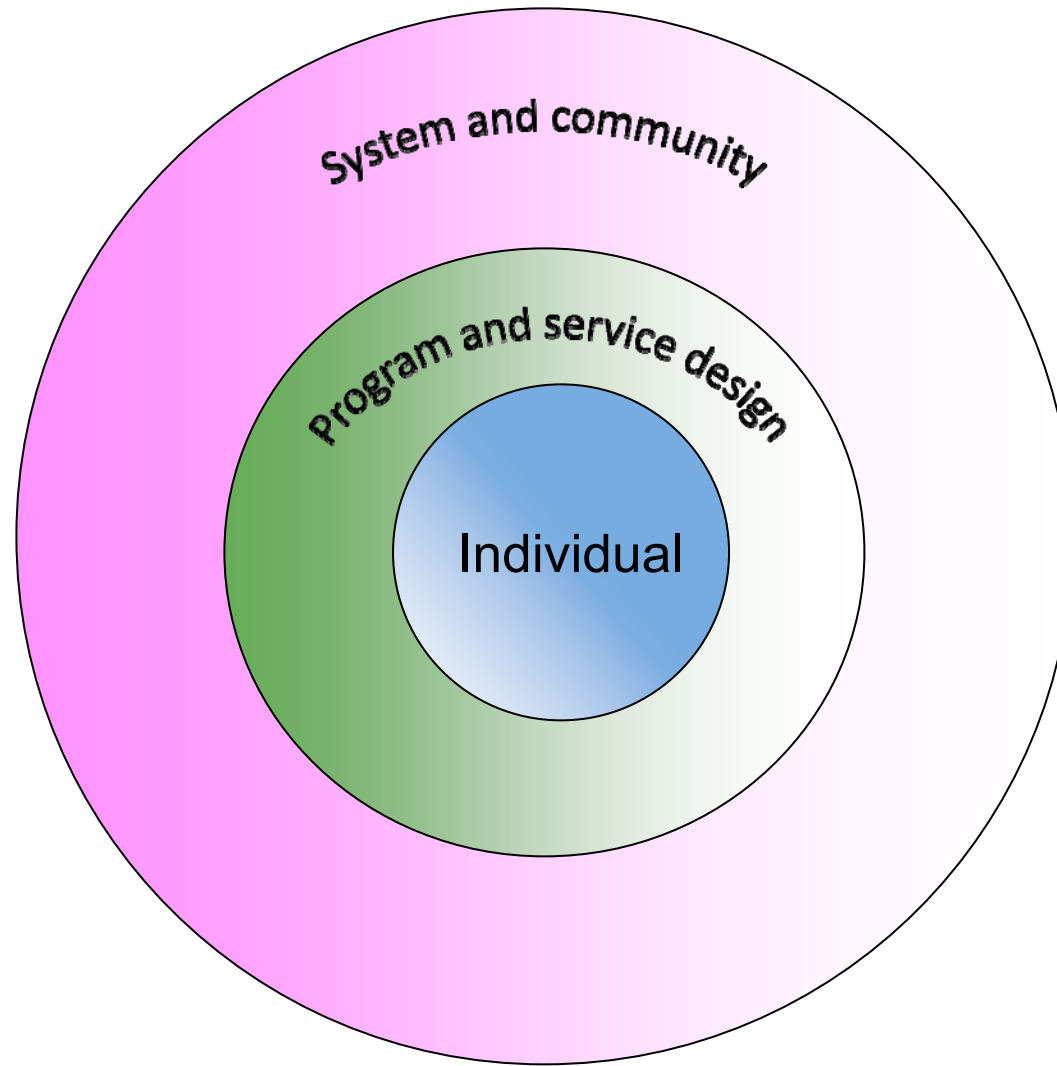


**iCON**  
interCultural Online  
Health Network



FACULTY OF MEDICINE  
eHealth Strategy Office

# Patients as Partners in multiple ways



# A philosophical shift

Professional	-	patient
Professional	-	Patient
Patient	-	Professional
Patient	-	professional
Person	-	professional
Person-Person		



Adapted from Dr. Tom Janisse, Kaiser NW

# Response from patients and families

# Questions



Thank you!