



Schulich
MEDICINE & DENTISTRY

Patient-Centred Care for Patients with Multimorbidity

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Overview

- Focus on Primary Health Care.
- What is good Primary Health Care?
- Why is patient-centred care important?
- What is patient-centred care?
- Alignment of patient-centred Primary Health Care with Chronic Disease Self-Management principles.
- Impact of patient-centred interventions

Focus on Primary Health Care

What is good Primary Health Care?

How do we know it when we see it?

- Long-term first-contact access for each new need;
- Person- (not disease) focused care;
- Comprehensive care for most health needs;
- Co-ordinated care when it must include several sectors of health care
- Family/community orientation

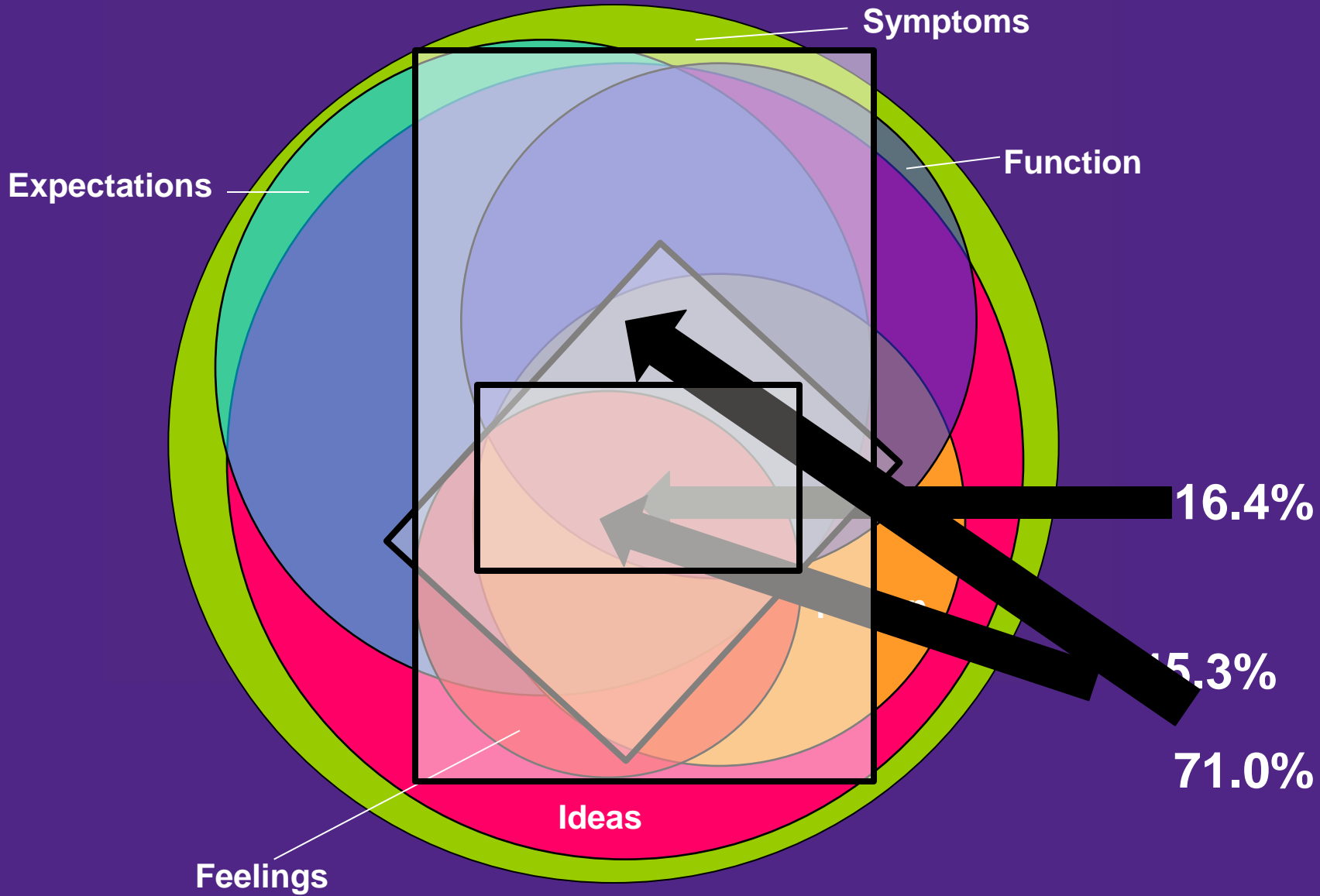
Starfield et al., 2007

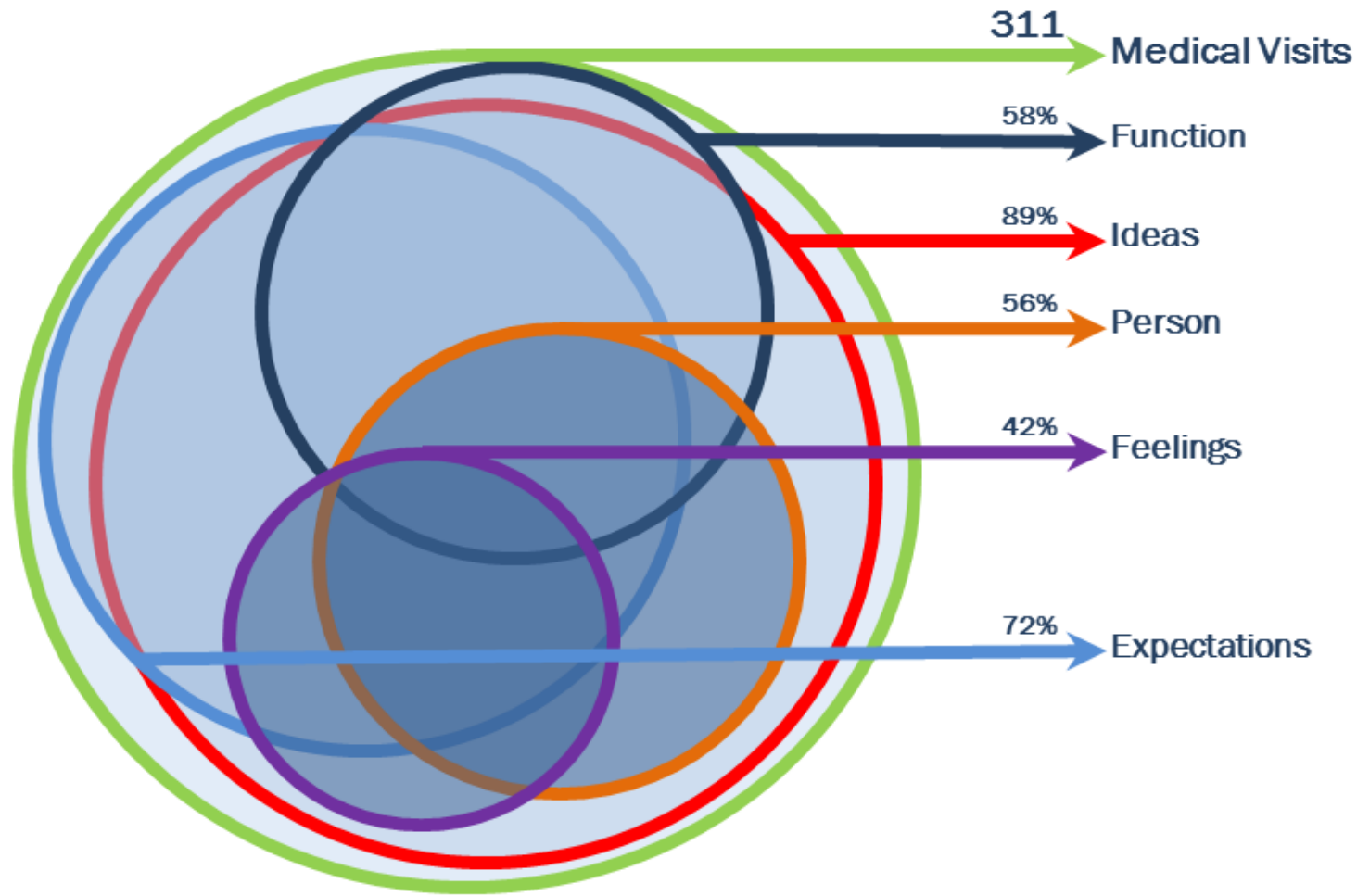
Why is patient-centred care important?

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

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

Little P. et al.,





EXPECTATIONS: patients expressing expectations; **FUNCTION:** patients expressing effects on function; **PERSON:** patients expressing issues regarding the whole person; **IDEAS:** patients expressing ideas; **FEELINGS:** patients expressing feelings during the consultations. 71% of patients expressed 3 or more of the 5 issues depicted in this figure.

Results – Descriptive

- The top 5 combinations of chronic conditions were:

– Hypertension & Lipid disorder

– Hypertension & Diabetes

– Hypertension & Osteoarthritis

– Diabetes & Lipid Disorder

– Lipid Disorder & Osteoarthritis

22.9%

– multiple combinations each < 1.5%

Therefore patient-centred care is important
because

- patients want it
- disease-centred care will not work because
 - the patients' concomitant issues vary
 - the combinations of chronic conditions vary

What is patient-centred care?

A Patient-Centred Approach

Two overarching principles

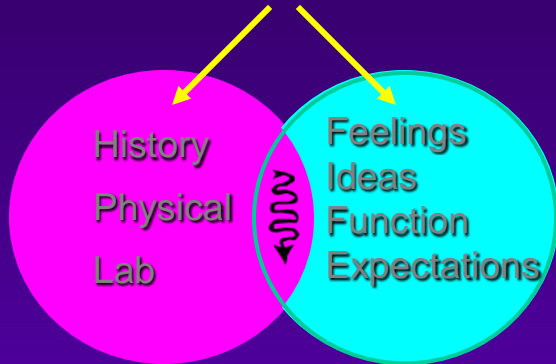
- sharing power**
- connecting at an emotional level**

The Patient-Centred Clinical Method

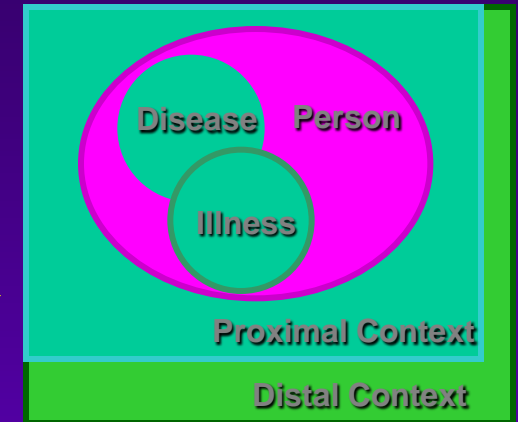
Four Interactive Components

1 - Exploring Both Disease and Illness Experience

Cues & Prompts



2 - Understanding The Whole Person



3 - Finding Common Ground

- problems
- goals
- roles

Mutual Decisions

4 - Enhancing the Patient-Practitioner Relationship

Four Interactive Components of Patient-Centered Care

- Exploring both disease and the patients' illness experience
- Understanding the whole person
- Finding common ground
- Enhancing the patient-practitioner relationship

Alignment of patient-centred care and Chronic Disease Self-Management principles

	Self-Management Programs	Patient-Centred Primary Health Care	Patient Education
Community based	√	-	-
Health professional based	-	√	√
Disease-specific	-	-	√
Addresses patient preferences & concerns	√	√	-
Addresses patient priorities & goals	√	√	-
Finds common ground with patients about medications	-	√	-
Addresses motivation and confidence	√	-	-
Enhances the patient-provider relationship	-	√	-
Activates the patient	√	√	-

Impact of patient-centred care

Research on patient-centred care and communication has increased in the past decade indicating:

- Patient-centred care has a positive influence on patient outcomes such as:
 - patient adherence, patient self-reported health, physiologic health outcomes and costs
- Interventions to improve patient-centred communication are effective in changing practitioner behaviour

Improving Patient-Centred Interactions

Two key recent systematic reviews

- Rao et al (2007)
 - Interventions directed at practitioners (21 studies) vs. patients (18 studies)
- Cochrane Review: Dwamena et al (2012)
 - Pooled outcome analysis of the process/communication outcome of practitioner behaviour (16 studies)
 - Found evidence of interventions improving patient-centredness

Improving Patient-Centred Interactions

- Dwamena et. al. (2012) Conclusions:
- 1. Most common practitioner behaviours/interactions improved were:
 - Clarifying patients' beliefs and concerns
 - Communicating about treatment options
 - Level of empathy and attentiveness
- 2. few studies of undergrad trainees (med students), conclusion may not apply to undergraduate education
- 3. found short-term training as successful as longer training

Improving Patient-Centred Interactions

“Is the evidence sufficient to justify the importance of Patient-centred care in training programs? The answer is yes.”

Improving Patient Adherence

- Stevenson et al. (2004)
 - interventions aimed at improving health professional's communication consistently positive
- Zolnierek and DiMatteo (2009)
 - 106 correlational studies relating communication variables to patient adherence; 21 studies of communication training on outcome
 - 19% higher risk of patient nonadherence when practitioner not patient-centred
 - 12 % higher risk of patient nonadherence when practitioners had not received training on patient-centredness

Improving Health Outcomes

- Dwamena et al. (2012) “showed positive effects” on patient health outcomes
- Best interventions to improve patient-centred care and patient health outcomes are those that educate both clinician and patient

Improving Health Outcomes

- Jani et al (2012) found patient-centred care to be associated with positive mental health outcomes for depressed patients
- Found in both affluent and deprived areas.....patient-centredness can be a force for equity

Decreasing Costs

Stewart and Ryan 2011 found that patient-centred care led to one-third of the costs for diagnostic tests compared to non-patient-centred care

Average costs per patient were \$11.5 versus \$29.5

Summary of this section

Patient-centred interventions improved:

- Process of care and practitioner behaviours
- Patient adherence
- Patient health
- Costs of care

Summary cont'd of this section

- Evidence to support teaching and practising patient-centred care is worthwhile
- Confirms patient-centred care has an evidence-base

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- Alignment of patient-centred Primary Health Care with Chronic Disease Self-Management principles.
- Impact of patient-centred interventions on provider behaviour, adherence, patient health outcomes and costs

References

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