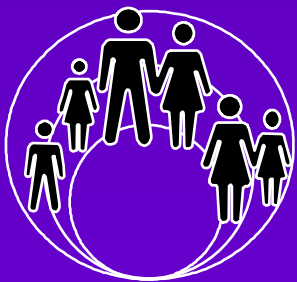


Measuring Patient-Centred Care – A Primary Health Care Perspective

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Objectives

1. Presentation on patient-centred care
 - Introduction of definitions of patient-centred care
 - Does patient-centred care make a difference to patient outcomes?
 - Does patient-centred care reduce costs?
2. Two made-in-Canada measures of patient-centred care
 - After a patient visit
 - Population survey

Patient-Centred Care

- What is it?
- Why is it so important to patients?
- Does it make a difference?

Strategic Importance of Patient-Centred Care

1) Listening for Direction III, 2008

Priority –Patient-Centred Care

"collaboration"

"help patients be more engaged"

"relationship is a core value"

"coordination of care"

2) Ministry of Health and Long-Term Care

Ontario's Externally Informed Priorities, 2009

#1 Priority – Person-Centred Care

"respect"

"choice"

"empowerment "

"coordination and integration"

LFD III 2008

Patient-Centred Care

Patient-centred care is seen as a collaboration between informed, respected patients and their families and a coordinated healthcare team to achieve quality healthcare.

LFD III 2008

Patient-Centred Care, *continued*

The focus is on the participation and engagement of the patient, as opposed to engagement of the public at large.

There are two sides to this: what is the patient doing to be more engaged; and what are providers doing to help patients be more engaged?

LFD III 2008

Patient-Centred Care, *continued*

Discussions at workshops related to collaborative care: having patients participate in their own care and in decisions about their care, as well as having providers be more responsive and designing systems around patients' needs.

LFD III 2008

Patient-Centred Care, *continued*

Key is the need to implement and improve continuity and co-ordination of care from a patient-centred perspective with a philosophy of care where the relationship between provider and patient/family is a core value. The impact of increasing patient demand was also of concern.

Externally-Informed Annual Health Systems Trends Report

Trend 1 – PERSON-CENTRED CARE

Person-centred care, also referred to as patient-centred care, is defined in terms of the following attributes: respect for people's values, preferences, and expressed needs; coordination and integration of care; information, communication, education; physical comfort; emotional support and alleviation of fear and anxiety; involvement of family and friends; and transition and continuity.

Mead & Bower, Social Science & Medicine, 2000

Conceptual Development

- Literature review
- “The most comprehensive definition is provided by Stewart et al.; identifying six interconnecting components”

The Patient-Centred Clinical Method

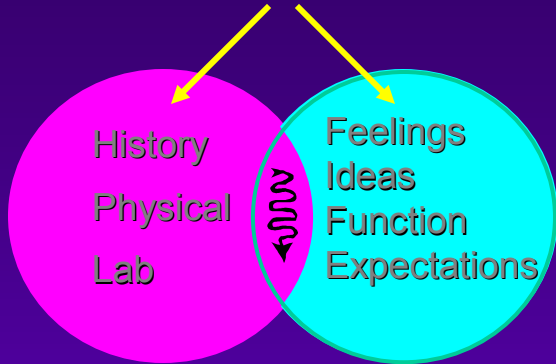
Six Interactive Components

1. Exploring both disease and the patients' illness experience
2. Understanding the whole person
3. Finding common ground
4. Incorporating prevention and health promotion
5. Enhancing the patient-provider relationship
6. Being realistic

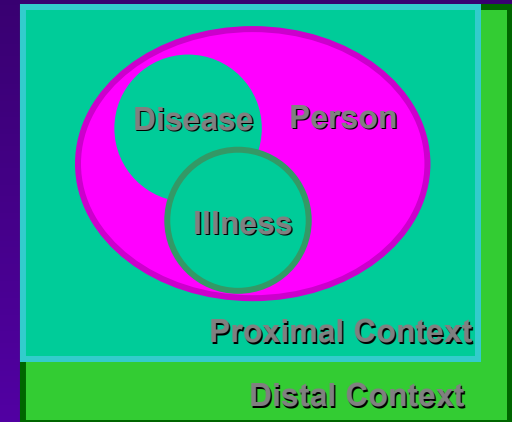
The Patient-Centred Clinical Method

Six 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 - Incorporating Prevention and Health Promotion

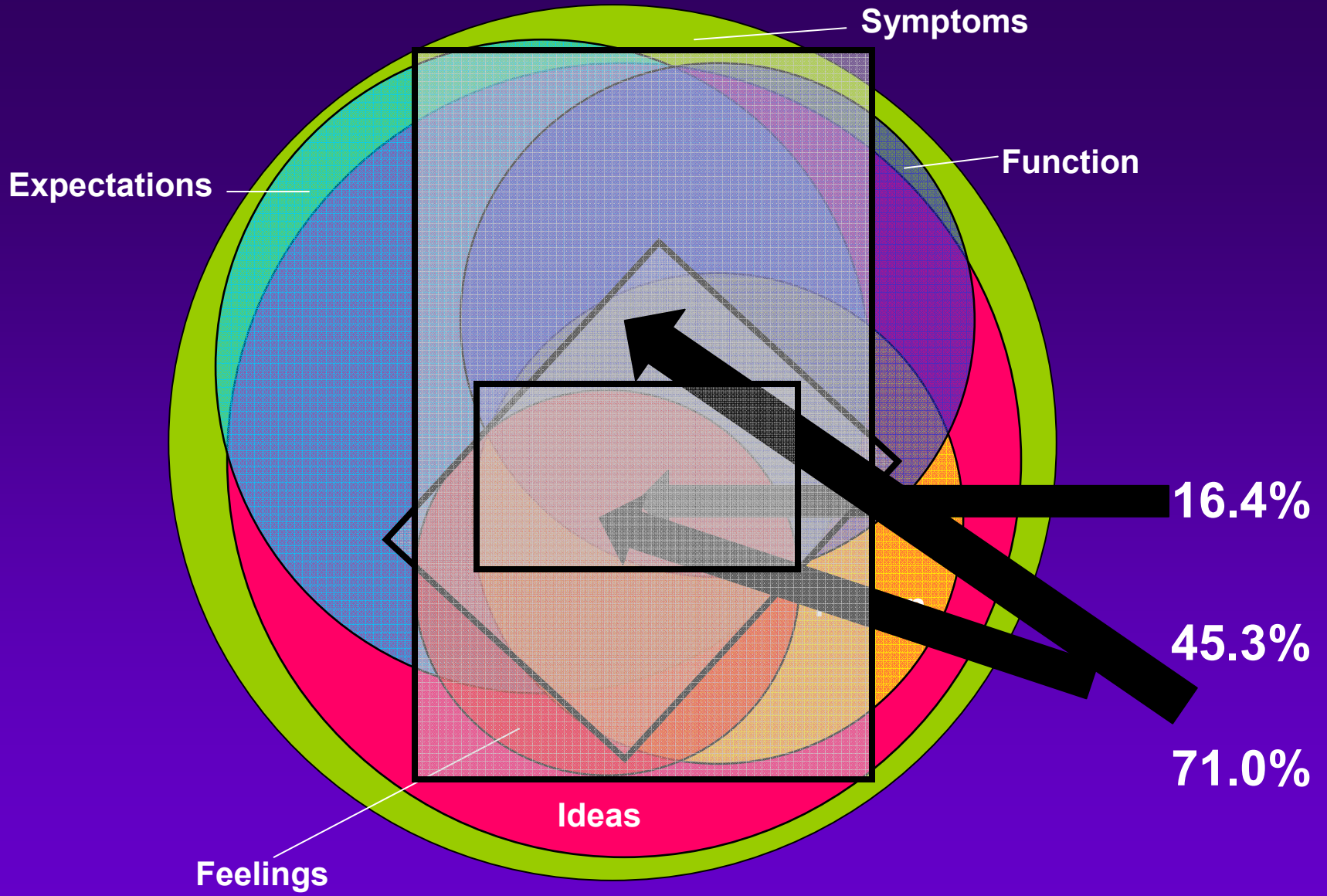
6 - Being Realistic

5 - Enhancing the Patient-Provider Relationship

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

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

Little et al., BMJ, 2001



Does patient-centred care make a difference?

- To patients satisfaction?
- To patient health?
- To the efficiency of health care?

Patient-centred care makes a difference: to patient satisfaction

**Henbest et al. South Africa
15% versus 46% satisfied**

**Moral et al. Spain (trial)
29% versus 55.6% satisfied that doctor considered
patient opinion regarding management**

**Stewart et al. Canada (trial)
77.8% versus 82.1% of breast cancer patients were
satisfied with care**

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference: to patient health

**Stewart et al. Canada (cohort study)
42.5 versus 48.8
on pain scores**

**Stewart et al. Canada (trial)
70.6% versus 88.2%
Patients feeling better**

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference: to the efficiency of health care

**Stewart et al. Canada
24.3% versus 14.6%
patients with diagnostic tests**

**\$29.48 versus \$11.46 per patient for
diagnostic tests during an episode of care**

**Campbell et al. Canada
Odds ratio of re-utilization = 1.7**

***not Patient-centred versus Patient-Centred**

Patient-centred care makes a difference

- To patient satisfaction
- To patient health
- To the efficiency of health care

Two Made-in-Canada Measures of Patient-Centred Care

- **After a patient visit:**

Patient Perception of Patient-Centredness

Stewart et al., 2003

- **Population Survey:**

Canadian Survey of Experiences with Primary Health Care

Statistics Canada/CIHR

Patient Perception of Patient-Centredness Measure

- Based on a conceptual framework
- 14 items
- Interview or self-administered questionnaire
- Stewart et al., 2000 – Cohort Study – 315 patients in family practice
- Stewart et al., 2007 – Randomized Trial – 110 patients with breast cancer
- Establishing reliability and validity

The 14-ITEM PATIENT PERCEPTION OF PATIENT-CENTEREDNESS

PATIENT PERCEPTION OF PATIENT-CENTEREDNESS

Please CIRCLE the response that best represents your opinion.

1. To what extent was your main problem(s) discussed today?
Completely Mostly A little Not at all
2. Would you say that your doctor knows that this was one of your reasons for coming in today?
Yes Probably Unsure No
3. To what extent did the provider understand the importance of your reason for coming in today?
Completely Mostly A little Not at all
4. How well do you think your provider understood you today?
Very well Well Somewhat Not at all
5. How satisfied were you with the discussion of your problem?
Very satisfied Satisfied Somewhat satisfied Not satisfied
6. To what extent did the provider explain this problem to you?
Completely Mostly A little Not at all
7. To what extent did you agree with the provider's opinion about the problem?
Completely Mostly A little Not at all
8. How much opportunity did you have to ask your questions?
Very much A fair amount A little Not at all
9. To what extent did the provider ask about your goals for treatment?
Completely Mostly A little Not at all
10. To what extent did the provider explain treatment?
Very well Well Somewhat Not at all
11. To what extent did the provider explore how manageable this (treatment) would be for you? He/she explored this:
Completely Mostly A little Not at all
12. To what extent did you and the provider discuss your respective roles? (Who is responsible for making decisions and who is responsible for what aspects of your care?)
Completely Mostly A little Not at all
13. To what extent did the provider encourage you to take the role you wanted in your own care?
Completely Mostly A little Not at all
14. How much would you say that this provider cares about you as a person?
Very much A fair amount A little Not at all

Canadian Survey of Experiences with Primary Health Care (CSE-PHC)

- **Statistics Canada survey co-sponsored with Canadian Institute for Health Information**
- **Data was collected by telephone interview from April 14 to June 30, 2008**
- **Respondents were from the Canadian Community Health Survey Cycle 4.1 (2007)**

Canadian Survey of Experiences with Primary Health Care (CSE-PHC)

Sample Size: 16, 482

- **Inclusion Criteria:** Canadians aged 18 years or older living in private dwellings in the 10 provinces and the 3 territories
- **Exclusion Criteria:** Persons living on Indian Reserves or Crown lands, residents of institutions, full-time members of the Canadian Armed Forces and residents of certain remote regions

3.2.1.10 Relationship Questions

EP_Q01 In the past 12 months, how often did your family physician (or general practitioner) explain your tests results in a way that you could understand? (such as blood tests, x-rays, or cancer screening tests)

Always Usually Sometimes Never (in the past 12 months) Not applicable

EP_Q02 In the past 12 months, how often did your family physician (or general practitioner) take your health concerns seriously?

Always Usually Sometimes Never (in the past 12 months) Not applicable

EP_Q03 In the past 12 months, how often did your family physicians (or general practitioner) involve you in clinical decisions about your health care? For example, decisions related to [tests].

Always Usually Sometimes Never (in the past 12 months) Not applicable

EP_Q07 Overall, how often does your family physician (or general practitioner) allow you enough time to discuss your feelings, fears and concerns about your health?

Always Usually Sometimes Never (in the past 12 months) Not applicable

CSE – PHC - System-level Questions

EP_Q04 In the past 12 months, how often tests results or medical records not been available to your family physician (or general practitioner) at the time of your scheduled appointment?

Always Usually Sometimes Never (in the past 12 months) Not
applicable

EP_Q05 In the past 12 months, how often have medical tests or procedures been repeated unnecessarily because the test had already been done?

Always Usually Sometimes Never (in the past 12 months) Not
applicable

EP_Q06 In the past 12 months, how often have you received conflicting information from different physicians or health care professionals?

Always Usually Sometimes Never (in the past 12 months) Not
applicable

Questions of clarification?