ABOUT THIS MODULE

ENHANCING PERSON-CENTRED CARE

Co-Lead

ENHANCING PERSON-CENTRED CARE

What is the goal of this module?

This module introduces basic concepts of including the patient as a partner in their care, fostering empathy and ensuring that their voices are heard, and their experience is valued. Participants will explore the strategies and tools that can be used to create a culture of person-centred care as a team.

What is the collective leadership focus of this module?

- **Shared mental models and shared understanding**
- **Recognising and valuing contribution of others**
- **Mix of leadership and followership: People leading on topics where they have expertise and motivation**

What areas of team behaviour does this module focus on?

- **Coordination and effective team working**
- **Motivation towards goals**

Who is this module for?

All team members.

What is the patient safety impact of this module?

The person-centred approach is a key component in health systems improvement, enabling the creation of programmes and care pathways that are appropriate for all patients, thereby enabling the highest-quality and safest possible care.[1,2] Providing a space for team members to explore their understanding of person-centred care will ensure a shared person-centric focus in their everyday practice.

References

1. World Health Organization. 2015. WHO global strategy on people-centred and integrated health services. Geneva, Switzerland: World Health Organization
2. Santana MJ, Manalili K, Jolley RJ, Zelinsky S, Quan H, Lu M. How to practice person-centred care: A conceptual framework. Health Expect. 2018;21(2):429–440. doi:10.1111/hex.12640

SESSION OUTLINE

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SESSION OVERVIEW

Purpose: This session will introduce the basic concepts of including the patient as a partner in their care, fostering empathy and ensuring that their voices are heard, and their experience is valued.

Timing: 60 min.

Setup: Introduction > Learning > Discussion > Group exercise > Discussion and Feedback

Outcomes: Participants will explore the strategies and tools that can be used to create a culture of person-centred care as a team.

Facilitators: 1 team members to facilitate; 1 team member to act as a scribe to record ideas, discussion points, and outputs.

ADVANCE PREPARATION

Equipment: Laptop/phone, internet connection, a quiet space, pen and paper.

Materials: Facilitator presentation

Email OUTCOME TEMPLATE to your team members in advance.

Room: Zoom (Premium Account for security) or Skype

Attendees: All team members and available stakeholders should be invited to participate remotely via teleconference. If they are unable to attend, they may be asked to pre-submit suggestions for enhancing person-centred care. In such cases, session materials should be shared in advance via email.

Facilitators: Before the session, facilitators should gather relevant information from the patient safety survey relevant to their team/organisation to identify positive and negative aspects of patients' experience of care in the organisation.

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START OF SESSION

1) Introduction (5 min.)

Welcome the participants to the session and provide a brief recap of the Co-Lead project. If new people are attending, provide a brief introduction and an update on progress so far.

Highlight the importance of today's session: Person-centred care is the healthcare of the future. The healthcare staff are most knowledgeable about the diseases and conditions, but the patient is the expert on their experiences. Patients have critical information and should therefore be treated as partners in their care. To achieve this, it is important to be empathetic to them, provide them with a safe space where their voices are heard, and their experiences are valued.

Note the aims of this session: To introduce the basic concepts of how to value the patient as a person and explore the strategies and tools that we can use to create a culture of person-centred care as a team.

2) Empathy in healthcare video (8 min.)

[Slide 3] Play the video and engage in a discussion with the team and ask them what person-centred care means to them. The scribe should note the responses so the participants can refer to these during the session.

3) Learning about person-centredness (15 min.)

[Slide 4] Definition: Go through the definition of person-centred care

[Slide 5] HSE person-centred principles: Slide on principles of person centredness by the HSE. Shows factors that play a role in achieving a person-centred mindset.

[Slide 6] The ladder of engagement and participation: The ladder of engagement and participation was developed by NHS England. This framework acknowledges that depending on the person's interest and personal circumstances, they can be involved in the healthcare delivery process on different levels. The lowest level of involvement on the ladder is "informing". Engagement increases at each step of the ladder.

- Ask the team where they would place themselves on the ladder. Why?

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[Slide 7] Patient Engagement Continuum: There are different levels of engagement. The team should focus on the level of "direct care" as they are working directly with patients.

The team should aim to build a partnership and practice shared leadership with -while delivering direct care to- the patients. An important part of this is to base treatment decisions on a combination of patient preferences, medical evidence and clinical judgement.

4) Irish context: Patient experience survey (7 min.)

[Slide 8] A nation-wide patient experience survey was conducted in Ireland in 2017 which revealed what factors were important from a patient's experience in their healthcare delivery process.

The slide shows the areas that were lowest rated by the patients. Although some of the factors may be outside the control of the team, there are a few that we as healthcare staff can work on improving, such as ensuring that the patient understands the treatment and encouraging them to ask questions. Educating patients about the side effects of the medication they have been prescribed can also help us in becoming more person-centred.

[Slide 9-10] Discussion: In groups of 3-4, discuss the lowest rated areas in patient experience for your facility. Discuss ideas for improving these areas. Share with wider group. Use zoom "breakout rooms" functionality to split your Zoom meeting into separate sessions for this discussion.

5) Encouraging person-centred thinking (5 min.)

[Slide 11] In this discussion activity, ask all participants the following questions:

- What are the top three questions I should ask myself to be more person-centred?

- What are the top three questions I should encourage the patient to ask me to become more person-centred?

Some useful guiding questions for the facilitator might be:

- Am I fully aware what is important to the person and their communication?

- Am I the best person to support this decision-making?

- Do I have all the information the person requires to make this decision?

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- Am I providing all the relevant information?
- Am I presenting it in a way that the person can understand?
- I am giving the information in the right place and time?
- Have I given the person the best chance to make the decision themselves?
- How would you like to get the information?
- How can we help you understand?

[Slide 12-13] The slides list some questions and ideas that can be used to help the team become more person-centred. The facilitator can ask the participants what they can implement in their team.

6) Emotional journey map (15 min.)

[Slide 14] The aim of this activity is to encourage the team to walk in the patient's shoes. **Slide 15** contains a template patient experience flow. The team members can produce their own steps as well.

Once they decide on the steps, ask team members to share all possible factors that could cause stress to the patient while the scribe takes notes of these.

Ask them to share all possible factors that the team could contribute to help the patient overcome these stressful situations while the scribe takes notes of these.

7) Discuss session outcomes (5 min.)

Briefly discuss all the possible benefits of being more person-centred. The facilitator can use the following themes as a prompt:

- Transparent and clear processes
- Family engagement
- Respecting privacy
- Differences recognised and respected
- Individuals make informed choices and accept related risks
- Patients viewed as equal and active partners

Give brief feedback on the session.