

# Understanding the Importance of Patient-Centered Care



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# IOM Definition of Patient-Centered Care (PCC)

“Healthcare that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients' wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.”



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*Institute of Medicine Committee on Quality of Health Care in America. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, DC: National Academies Press, 2001.*

# Drivers for Care

- System-Centered Definition
  - Needs of, or benefits to, the system drive the delivery of care
- Patient-Focused Definition
  - Though staff focuses on strengths and needs of the patient, the patient is not seen as a potential partner in care
- Family-Focused Definition
  - Families are the “unit of intervention”
- Patient-Centered Definition
  - Priorities and choices of the patient and family drive the delivery of care



# Why Patient-Centered Care?

*It's the right thing to do!*

Patient-centered care provides the framework and strategies to improve the experience of care and enhance quality, safety, and efficiency

PCC has been shown to:

- Improve disease-related outcomes and quality of life;
- Increase patient adherence to medications and improve chronic disease control;
- Boost well-being by reducing anxiety and depression
- Address racial, ethnic, and socioeconomic disparities in care and outcomes; and
- Reduce overuse of diagnostic testing and some procedures



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*Epstein RM, et al. "Why the Nation Needs a Policy Push on Patient-Centered Health Care," Health Affairs 2010;8:1489.*

# Why Patient-Centered Care?

*It's the right thing to do!*

- PCC strives to achieve shared information, shared deliberation, and shared mind with information tailored to the patients' concerns, beliefs, expectations and health literacy level
- It does not simply give patients what they want, when they want it, regardless of value or cost



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# Seven attributes necessary for PCC:

- 1) Access to care
- 2) Engaged patients
- 3) Coordinated care
- 4) Integrated and comprehensive team care
- 5) Routine patient feedback to doctors
- 6) Clinical information systems that support high-quality care and quality improvement
- 7) Publicly available information.



# Common Principles of PCC

- 1. Dignity and Respect:** Clinicians listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.
- 2. Information Sharing:** Clinicians communicate and share complete and unbiased information with families in ways that are affirming and useful.
- 3. Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- 4. Collaboration:** Patients, families, clinicians, and hospital leaders collaborate in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.



# PCC Leads to High-Value Care

Improved Outcomes +  
Enhanced Patient Experience +  
Reduced Costs

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High-Value Care



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# How Can You Become More Patient-Centered?

- Allow same-day appointments
- E-mail with patients; include reminder notices for preventive or follow-up care
- Create patient medication lists
- Utilize an electronic medical record to make information available
- Feed patient survey data back to practice;
- Provide info on quality of care of referral physicians
- Establish patient advisory group

