

BMJ

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Embracing
patient
partnership

THE WINNING CONDITIONS FOR PATIENTS TO BE CONSIDERED PARTNERS & FOR PATIENT PARTNERSHIP TO BE SUCCESSFUL

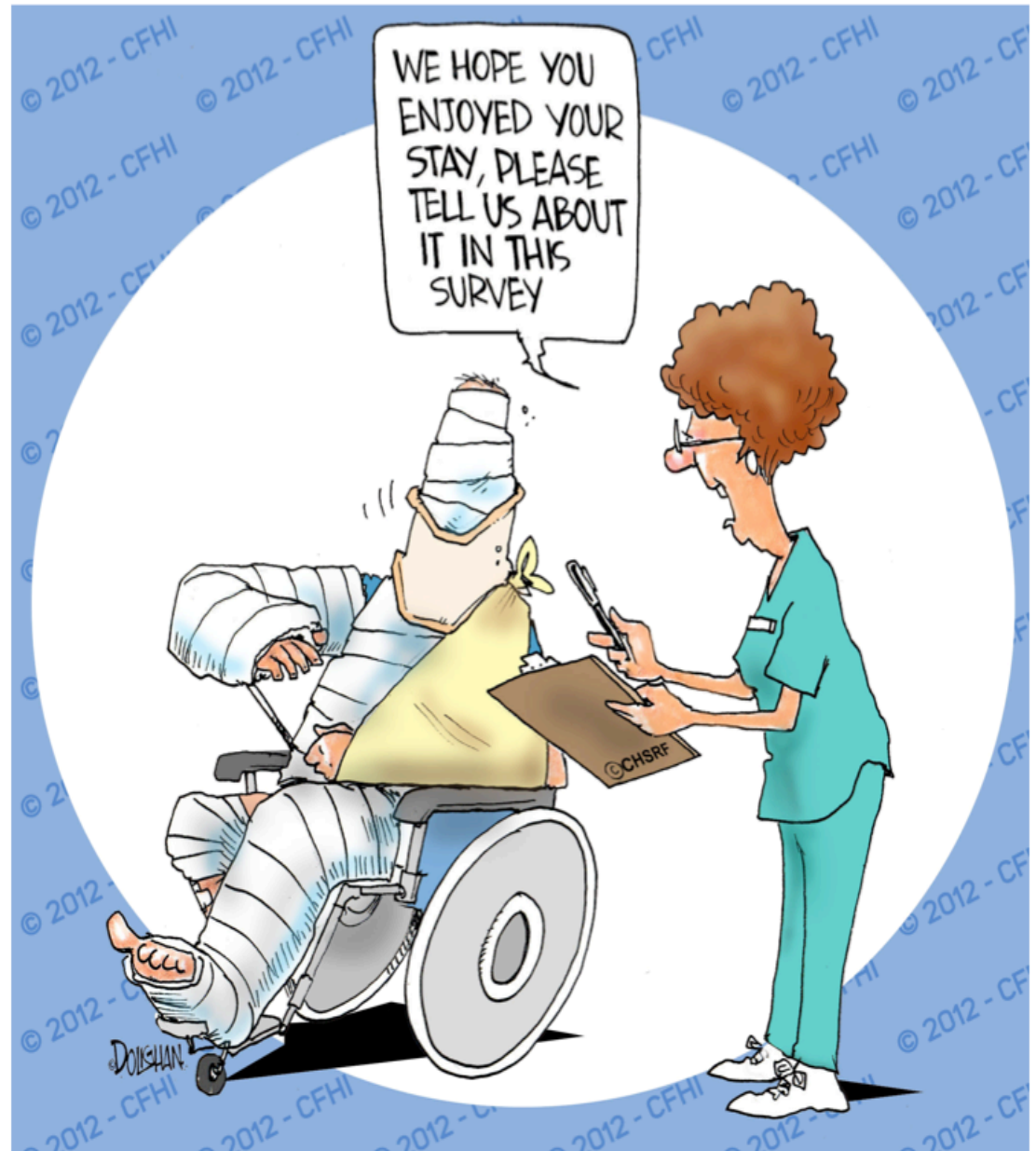
- 1) REVEAL THE DIFFERENT DIMENSIONS OF PATIENT-CLINICIAN RELATIONS
- 2) APPLY RIGOROUS SELECTION CRITERIA
- 3) ADAPT TO PATIENT'S NEEDS
- 4) ADVOCATE MUTUAL TRAINING
- 5) CLEARLY DEFINE ROLES AND RESPONSABILITIES
- 6) ENSURE STRONG LEADERSHIP



PARADIGM SHIFT



PATIENTS ARE
MORE THAN
CONSUMERS
OF HEALTH CARE
SERVICES



«You will never develop true patient- and family-centered care by using patients and families merely as focus groups.»

- Lawrence Schulman, M.D.

Physician-in-Chief

Dana-Farber Cancer Center

ALL PATIENTS AS PARTNERS ?

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"Normally I begin by asking about a patient's childhood..."

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TRAINING FOR PATIENTS AND CLINICIANS

- ◆ TO FOSTER REAL COLLABORATION & MUTUAL UNDERSTANDING
- ◆ TO ALLOW PATIENTS TO WORK WITH AND WITHIN THE SYSTEM

SOME NEEDS:

- ◆ PROVIDE SUPPORT, SUPPORT AND SUPPORT
- ◆ ESTABLISH A COMMON LANGUAGE

ROLES & RESPONSABILITIES



FEARS OR REALITY ?



"I'M SORRY DOCTOR, BUT AGAIN I HAVE TO DISAGREE."



**“I already diagnosed myself on the Internet.
I’m only here for a second opinion.”**

TO HAVE PATIENTS AS PARTNERS IMPLIES COLLABORATION

- ◆ Mutual respect for skills and knowledge
- ◆ Honest and clear communication
- ◆ Understanding and empathy
- ◆ Mutually agreed upon goals
- ◆ Shared planning and decision-making
- ◆ Open and two-way sharing of information

In Bill Schwab, Cherie Craft, and Marie Abraham
Collaboration with Patients and Families in Clinical Practice, Institute for Patient and Family
Centered Care (IPFCC)

IMPACT ?

«Partnering with patients must be seen as far more than the latest route to healthcare efficiency.

It's about a fundamental shift in the power structure in healthcare and a renewed focus on the core mission of health systems.

We need to accept that expertise in health and illness lies outside as much as inside medical circles and that working alongside patients, their families ... and experts in other sectors is essential to improving health.»

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