

HealthLink

Rideau Tay

Let's Make Healthy Change Happen

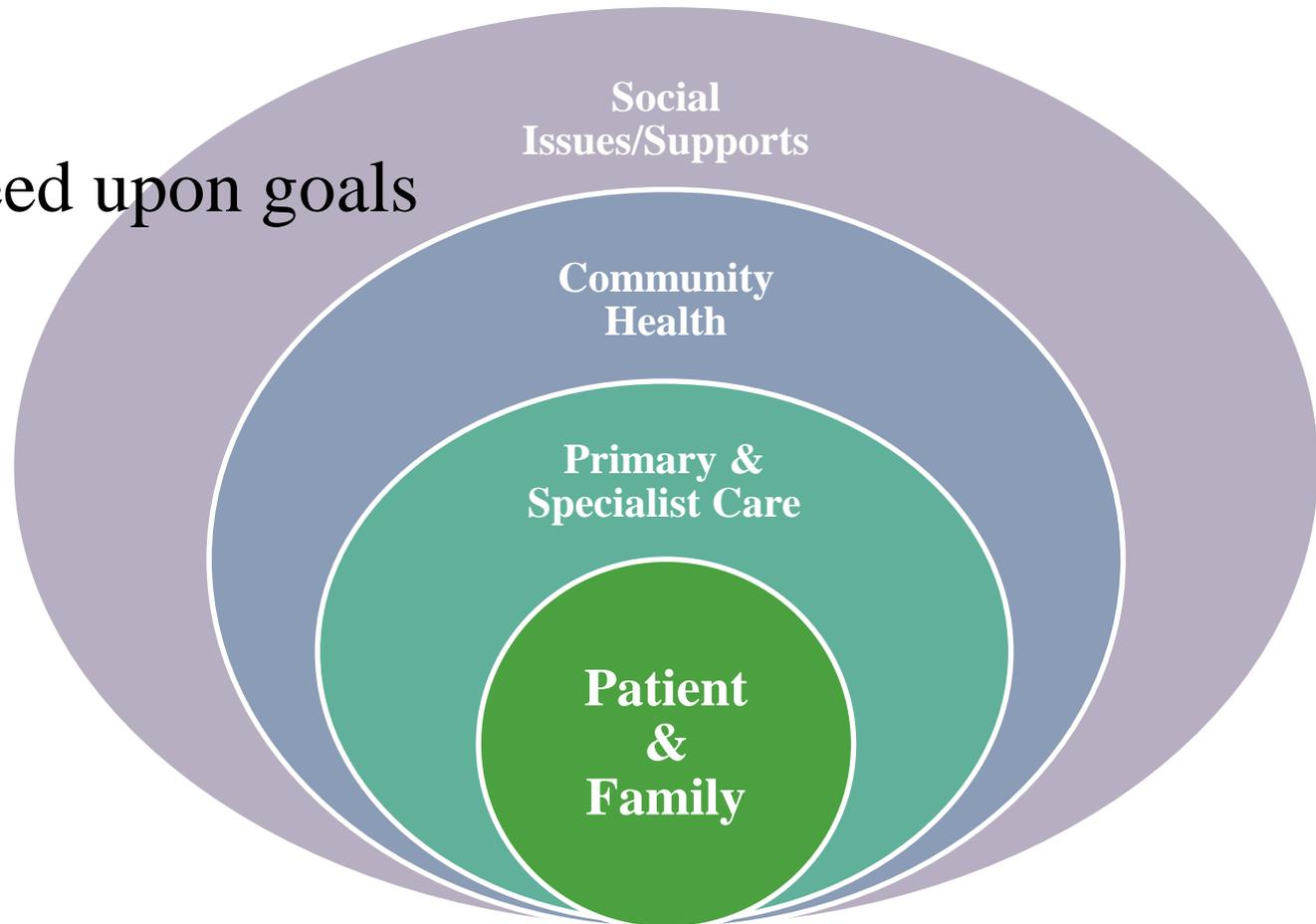
Patient & Family Centred Care

Don Berwick – *What Patient Centred Care Really Means....*

Don Berwick

Health Link:

- Coordinated Care Plans
- Sharing information
- Collaboration
- Mutually agreed upon goals



With **Health Link** we are making the Shift to...

- the **PATIENT VOICE**
- asking **WHAT MATTERS to YOU? ...**

...NOT, WHAT's the MATTER?

A SHIFT IN THINKING FOR MOST PROVIDERS

Care Conferencing



This is the true shift to patient and family centred care – with the patient at the centre of the conversation

Message from Family doctor about the value of the care conference...

- allowed us all to hear first hand of [patient's] concerns, and address them live, rather than tasking him back to the other service.
- allowed brainstorming solutions as a group live
- combined action plan for issues (eg telemedicine with Diabetes Specialist, pain control plan with pharmacist confirmation re: timeline of blisterpacking)
- info sharing to ensure data accuracy (eg rationale for being ineligible for an insulin pump).

Did you find having the patient at the Care conference valuable?

- It was absolutely valuable hearing [patient's] voice. We all heard the same thing so he doesn't feel like he needs to remember what he said to tell the next person. I was impressed how much he coordinates on his own - his cognition is better than I expected!

Quote from the SELHIN Health Link Evaluation

Working with [Care Coordinator] has helped me to really have a good handle on my conditions, and speak clearly about what I need. It was very reassuring to speak to her and it makes me confident that they are going to do the right thing. I know how to word things better – I am able to really communicate frankly with my physicians. For example, if they try to do a test on me that I know has already been done or something that shouldn't be done - I feel empowered to even simply ask “have you read my file?” Usually they are shocked when I say this, but they do go and read it and then they are glad that they did. So knowing what's in my file is really empowering. I sat there and read my own file. That's been incredible – it gives me better knowledge about what they are doing.

PATIENT & FAMILY CENTRED CARE REQUIRES...

- Time, energy and effort to allow change to happen
- Suspend our assumptions – often we think we're doing it right... but we're not
- It be embraced and embedded at every level
- We change our thinking and our cultural norms and that we nurture and help people work through the change