New cultural competences needed for healthcare teams as a priority in treatment of chronic diseases

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Context

**Socio-demographic context**
- Increase in life expectancy and the **prevalence of chronic diseases**, need long term management
- **Technological development** - allowed the relationship between patients’ and healthcare professionals’ to become more interactive.

**Cultural context in chronic healthcare**
Professionals and patients are more involved in:
- **sharing responsibility** related to treatment risks
- **negotiating the therapeutic process**
- Surveillance, risk prevention, self-education, self-treatment

**Psychological context**
- Patients develop **experiential knowledge** in coping with their disease & treatment.
- Health professionals structure and adapt their practices to the changing needs.
Research question & aims of the study

-Promote and strengthen the **Patient as Partner Approach in healthcare**

-Develop and help in the implementation of this approach in the workplace (hospitals, clinics, home care, etc.).

**Our research question:** What new competences among healthcare professional teams are integral to the patient as partner approach in chronic healthcare?

**Aims of the study:**

- Explore the components of a partner relationship between patients and healthcare professionals
- Identify what chronic healthcare professionals require (expectations and needs) from patients

Methodology

Population: Generalists and specialist practitioners & nurses specializing in CD

Criteria of inclusion: Cardiologists, nephrologists, oncologists, endocrinologists, pneumologists

Methodology: Semi-structured interviews: 14 questions in 3 sections (clarification / practice & expectations / partnership promoting activities & actions) ; consent form, socio-demographic form (age, private/public institution, years in practice, rural/urban, belong to a multidisciplinary team)

Qualitative Analysis: Thematic categorical content analysis conducted with N’Vivo 12. Selection of verbatim, formulation of items and categorizing items into dimensions. Consensus by 2 researchers and content validation with 3 experts
Results (1) : Dimensions: Regrouping of identified items

A partnership between professional and patient requires:

- Respect of each others limits (in skills, knowledge, capability…)
- A level of autonomy by the patient
- Mutual commitment
- Adaptation to a changing context / situation
- Mutual trust
- Exchange of (pertinent, adapted and explained) information
- Mutual respect
- Collaborative network: Professionals, patient, family, associations
- Consideration of the relationship as between / among equals
- A healthcare team that works collaboratively
- Conceptualization of the relationship as long-term
Chronic healthcare professionals declare that:

<table>
<thead>
<tr>
<th>Professionals need to:</th>
<th>Patients need</th>
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</thead>
<tbody>
<tr>
<td>▪ Be aware of their own limitations</td>
<td>▪ Not push doctors to do things they do not want</td>
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<tr>
<td>▪ Evaluate and re-assess their practices / methods (reflective assessment)</td>
<td>▪ To understand that doctors do not know everything</td>
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<td>▪ Recognize that to some extent the patient is competent than they are</td>
<td>▪ To consider health professionals as human beings</td>
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</tbody>
</table>
Results (2): Items related to patient autonomy

<table>
<thead>
<tr>
<th>Professionals need to</th>
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<tbody>
<tr>
<td>▪ Ensure that the patient has a basic level of autonomy</td>
<td>▪ Have a basic intellectual capacity, to be able to act automatously</td>
</tr>
<tr>
<td>▪ Give the initiative to patients, provided that there are guidelines and referrals</td>
<td>▪ Take control of their own health</td>
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<td></td>
<td>▪ Be committed to working together</td>
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<td></td>
<td>▪ Have the right to see their healthcare team or a member whenever needed</td>
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</table>
**Results (3): Items related to mutual commitment**

Chronic healthcare professionals declare that:

<table>
<thead>
<tr>
<th>Professionals need to:</th>
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<tbody>
<tr>
<td>▪ Take some responsibility in patient follow up</td>
<td>▪ To realize that frequently changing from one specialist to another is not good for them</td>
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<tr>
<td>▪ Ask questions to know if there are things in the patients life that could influence the treatment</td>
<td>▪ To seek a healthcare professional with whom he or she gets along well</td>
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<td>▪ Take steps to involve the patient when / if the disease is progressing</td>
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<tr>
<td>▪ Verify if the patient is interested in a partnership</td>
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<td>▪ A partnership requires that decisions be based on a consensus (between the healthcare team and the patient)</td>
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**Results (4): Items related to continuous adaptation**

Chronic healthcare professionals declare that they need to:

- Take into account, the side effects of the treatment and adapt the treatment accordingly
- Adapt to today's culture and today's generation
- Use simple words to communicate with patients
- Adapt treatment plans (as much as possible) to the patient's personal life projects
- Speak more languages and adapt to different cultures
- Be aware of new developments in their field
Results (5): Items related to mutual trust

Chronic healthcare professionals declare that for both sides:

- Trust is established at the beginning / when professionals take on a patient
- Building a trusting relationship takes time
- The basis of a partnership is mutual trust
- Including the patient in discussions builds trust
### Results (6): Items related to exchange of information

Chronic healthcare professionals declare that:

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<th>Professionals need to:</th>
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<tbody>
<tr>
<td>▪ Give patients complete explanations about their disease</td>
<td>▪ To be informed of treatment options drug &amp; non-drug treatments</td>
</tr>
<tr>
<td>▪ Give patients complete explanations about treatment (options)</td>
<td></td>
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<tr>
<td>▪ Be able to judge how much information to share with a patient</td>
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Discussion – conclusion

Based on the discourse of healthcare professionals interviewed, we have identified and characterize cultural competences needed for professionals practical application and categorized expectations and requirements for patients’ underlying a potential partnership.

Cultural competences describe a dynamic, adaptive relationship in a systemic environment between professional and patient. This relationship is centered around the exchange of information, the respect of each-others limits and participative, collaborative accompaniment. The same is guided by a set of rules such as mutual trust, commitment, respect, etc.
Discussion - conclusion

- Our findings are in line with Balcazar et al’s, (2009) definition of Cultural competence i.e. ‘The acquisition of knowledge, skills and attitudes to better understand and serve others with different systems of complex symbols and beliefs’

- The ‘potential partnership’ appears to allow decisional balance and encourage an interdisciplinary approach which requires training as a priority for all partners (physician GPs, specialists, nurses, patients, psychologists…)

Acknowledgments
Thank you for your attention