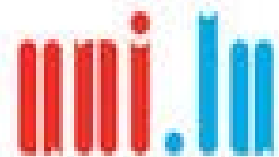


# New cultural competences needed for healthcare teams as a priority in treatment of chronic diseases

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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**
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- 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

\*Pomey, M. P., Flora, L., Karazivan, P., Dumez, V., Lebel, P., Vanier, M. C., ... Jouet, É. (2015). Le «Montreal model»: Enjeux du partenariat relationnel entre patients et professionnels de la santé. *Sante Publique*, 27, S41–S50.  
<https://doi.org/10.3917/spub.150.0041>





# Methodology

**Population:** Generalists and specialist practitioners & nurses specializing in CD

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**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



# Results (1): Items related to respecting each other's limit

## Chronic healthcare professionals declare that:

### Professionals need to:

- Be aware of their own limitations
- Evaluate and re-assess their practices / methods (reflective assessment)
- Recognize that to some extent the patient is competent than they are

### Patients need

- Not push doctors to do things they do not want
- To understand that doctors do not know everything
- To consider health professionals as human beings



## Results (2): Items related to patient autonomy

### Chronic healthcare professionals declare that:

#### Professionals need to

- Ensure that the patient has a basic level of autonomy
- Give the initiative to patients, provided that there are guidelines and referrals

#### Patients need to

- Have a basic intellectual capacity, to be able to act automatically
- Take control of their own health
- Be committed to working together
- Have the right to see their healthcare team or a member whenever needed



## Results (3): Items related to mutual commitment

### Chronic healthcare professionals declare that:

#### Professionals need to:

- Take some responsibility in patient follow up
- Ask questions to know if there are things in the patients life that could influence the treatment
- Take steps to involve the patient when / if the disease is progressing
- Verify if the patient is interested in a partnership

#### Patients need

- To realize that frequently changing from one specialist to another is not good for them
- To seek a healthcare professional with whom he or she gets along well

- A partnership requires that decisions be based on a consensus (between the healthcare team and the patient)





## 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 :

#### Professionals need to:

- Give patients complete explanations about their disease
- Give patients complete explanations about treatment (options)
- Be able to judge how much information to share with a patient

#### Patients need:

- To be informed of treatment options drug & non-drug treatments



# Discussion – conclusion

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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

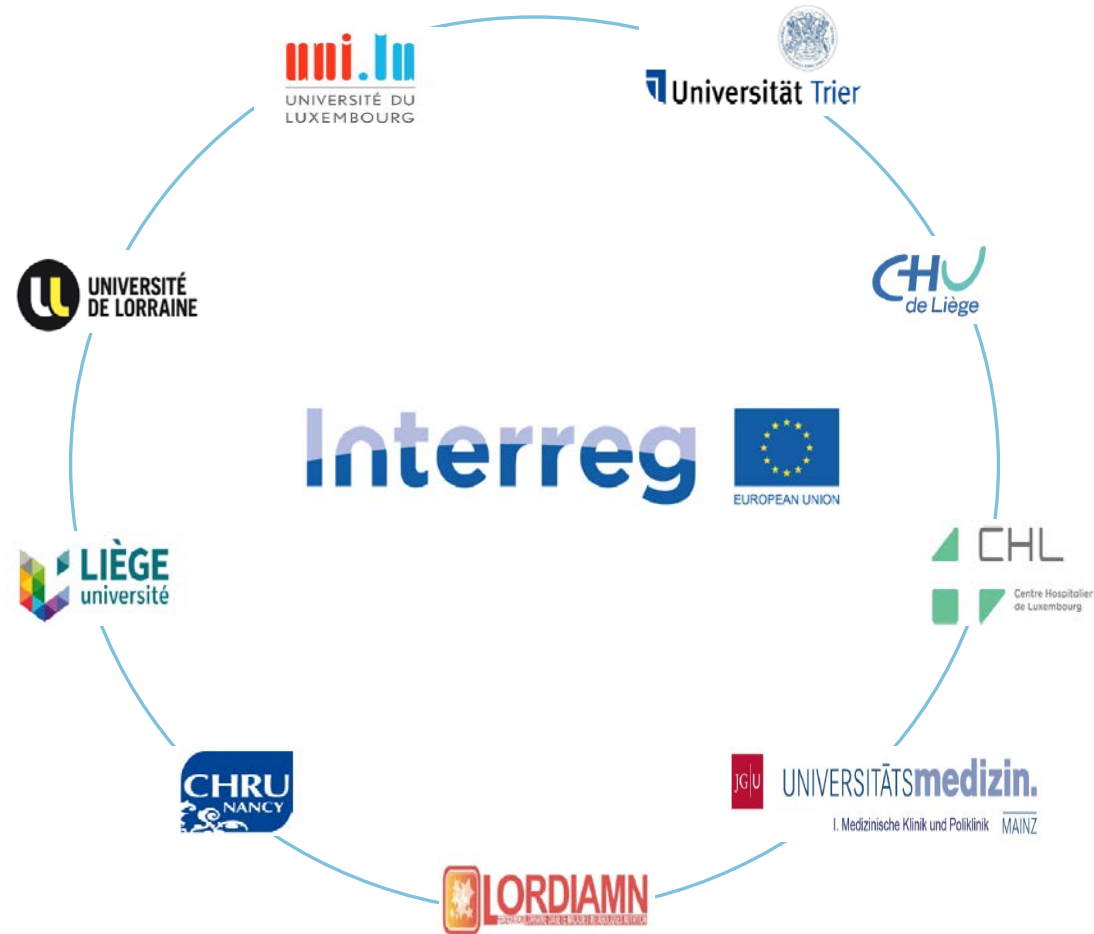
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- Our findings are in line with Balcazar et al's, (2009) definition of **Cultural competence** i.e. *'The acquisition of knowledge, skills and attitudes to better understand and serve others with different systems of complex symbols and beliefs'*\*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

\* Balcazar, Fabricio E., Suarez-Balcazar, Yolanda, and Taylor-Ritzler, Tina 2009. "Cultural competence: Development of a Conceptual Framework." *Disability and Rehabilitation* 31: 1153-1160



# Acknowledgments



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# Thank you for your attention