

Resources and Competencies that Promote Patient – Healthcare Professional (HP) Partnership in Healthcare Institutions



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Background



This changing dynamic between patients and HPs, means that healthcare institutions must adapt their workings to support this new model



The result is a power shift from HP dominance to a more equitable interaction style between patients and HPs or patients and the healthcare team

Consequently, more chronic disease patients are seeking information and becoming active players in their own healthcare

Increase in knowledge about chronic diseases, coupled with societal changes have catalyzed the perception of health as a personal responsibility

START HERE!

Methodology

Data collection

Six semi-structured focus groups with 24 (8 men, 16 women) chronic disease (cancer, stroke, cardiovascular disease, chronic kidney disease & rare disease) patients



Individual interviews with 22 healthcare professionals (HPs) (general practitioners, oncologists, cardiologists, nephrologist, pulmonologists, endocrinologists), including specialized nurses



Questions asked covered the definition of partnership, fundamentals, obstacles and solutions.

Data Analysis

Thematic content analysis was conducted. Verbatim (word for word excerpts) were grouped together to form items. Items were categorized into thematic sub-dimensions and dimensions

Themes covering solutions at the institutional level, identified by both patients and HPs were grouped together and presented in the results.

MAIN RESULTS



Training programs (for healthcare teams and patients) to develop a culture of partnership

- Train HPs in patient psychology
- Enrich available information with patients' experiential knowledge
- Train HPs to communicate with, motivate and interact with patients
- Empower patients to be independent and self-sufficient (e.g. through therapeutic patient programs)

Information centers, clear aids and guides for patients

- Provide administrative aid to patients
- Include patient representatives in interdisciplinary meetings
- Designate people to coordinate activities at different stages of the therapeutic process
- Develop information sources that provide structured, verified and pertinent information

E-health solutions

- Provide information 24/7
- Facilitate sharing and updating patient files among professionals
- Facilitate collaborative content creation by healthcare professionals, patients and researchers

Inclusion of patient associations within the patient network

- Determine the main role of HPs within patient associations
- Create bridges between associations and healthcare institutions
- Recognize that patient association members can offer patient support
- Develop and define the role of patient associations within healthcare institutions

Conclusion

Our findings can

- Help promote sustainable forms of expertise for both HPs and patients
- Help determine, design and implement infrastructure required for a partnership
- Inform the inclusion of patients' experiential knowledge within the healthcare team
- Monitor & evaluate the policies, structures and culture of an institution, and determine suitable actions for partnership

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