Collective Leadership and Safety Cultures (Co-Lead)
UCD School of Nursing, Midwifery and Health Systems

Enhancing Person-Centred Care
They saw “something” on her mammogram.
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What does person centered care mean for our team?
What is person-centredness?

“...care that is respectful of and responsive to individual patient preferences, needs and values, ensuring that patient values guide all clinical decisions”

• Involving users of health and social services as equal partners in planning, developing and monitoring care

• Considering the person’s point of view and being respectful

• Considering people’s desires, values, family situations and social circumstances

Person-Centredness Principles

- Appreciation and respect for unique contribution people make
- Collaboration between person, their family and staff
- Support persons to make informed decisions
- Offering coordinated care, support or treatment
- Offering personalized health and social care
- Person is a partner in their own health care
- Supporting people to recognize and build on strengths, preferences
- Change in behavior and mindset supported by a system
- Affording people dignity, respect and compassion

The Ladder of Engagement and Participation

- Placing decision-making in the hands of the community and individuals
- Working in partnership with communities and patients in every aspect of the decision including development of alternatives and identification of the preferred solution
- Working directly with community and patients to ensure concerns and aspirations are constantly understood and considered
- Obtaining community and individual feedback on analysis, alternatives and/or decisions
- Providing communities and individuals with balanced and objective information to assist them in understanding problems, alternatives opportunities and solutions

NHS England. The “Ladder of engagement and Participation”
## Patient Engagement Continuum

### Levels of Engagement

- **Direct Care**
  - **Consultation**: Patients receive information about a diagnosis
  - **Involvement**: Hospitals involve patients as advisors or advisory council members
  - **Partnership & Shared Leadership**: Treatment decisions based on patient preferences, medical evidence, and clinical judgment

- **Organizational design & governance**
  - **Consultation**: Organization surveys patients about their care experience
  - **Involvement**: Patients recommendations about research priorities used by public agency to make funding decisions
  - **Partnership & Shared Leadership**: Patients Co-lead hospital safety and quality improvement committees

- **Policy Making**
  - **Consultation**: Public Agency conducts focus groups with patients to ask their opinion
  - **Involvement**: Patient recommendations about research priorities used by public agency to make funding decisions
  - **Partnership & Shared Leadership**: Patient representation on committee that decides how to allocate resources to health programmes

### Factors Influencing Engagement:

- **Patient**: beliefs, culture, health literacy, education
- **Organization**: policies, culture, procedures
- **Society**: Social norms, regulations, policy

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Partnership & Shared Leadership

What can we do as a team for developing a partnership and shared leadership with the patients?
The Irish Context: Patient Experience Survey 2017

Lowest Rated Areas

- **Hospital Admission**: Waiting time for admission
- **Care on the Ward**: Hospital Food
- **Examinations, Diagnosis & treatment**: Time to discuss care and treatment with a doctor
- **Discharge or Transfer**: Educating patients about medication side effects
Improving the Patient Experience

What are the lowest rated areas for our hospital?

What can we do as a team, to improve these lowest rated areas?
Encouraging Person Centred Thinking
What are the top 3 questions I should ask myself to be more person centred?

What are the top 3 questions I should encourage the patient to ask me to become more person centred?
Discussing person-centered stories in weekly debrief meetings.

Asking volunteers to share the top thing they did to encourage person centeredness during the past week.

Using patient feedback such as thank you letters to share the story with the rest of the team.
Activity: Emotional Journey Map
Emotional State

Stressed

Arrival  | Registration  | Waiting  | Consultation  | Lab tests  | Pharmacy  | Departure
---------|---------------|----------|---------------|------------|-----------|-----------
Relaxed

![Stressed](image1.png)

![Relaxed](image2.png)
Outcomes

- Individuals are empowered and treated with dignity
- Care and support plans are focused on the long term goal and lifestyle
- Differences recognised and respected
- Patients viewed as equal and active partners
- Family engagement
- Individuals make informed choices and accept related risks
- Privacy is respected
- Positive and solution focused attitude
- Transparent and clear processes
- Co-Lead
Session outcomes?

What can we start doing as a team to become more person-centred?