



HAWAI'I PRIMARY CARE ASSOCIATION
Promoting Primary Health Care for All Hawai'i's People

The Art of Person Centered Care

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Patient Centeredness

Patient Centeredness refers to health care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients' wants, needs, and preferences and that patients have the education and support they require to make decisions and participate in their own care.

Institute of Medicine
2001



Two Life Stories

- Nancy & Tom Cullen
 - Birth of Their Child



- John & Sarah Gerlawski
 - Death of a Loved One





Helping Her





Helping Him





What You Want To See





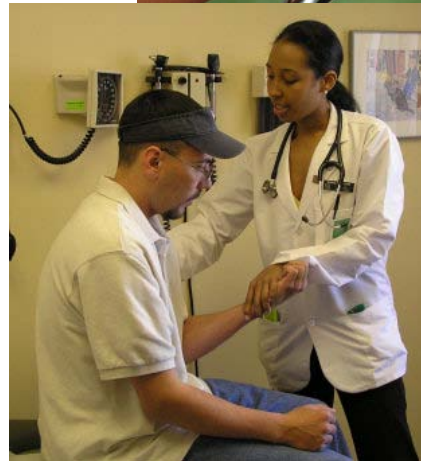
What You Don't Want To See





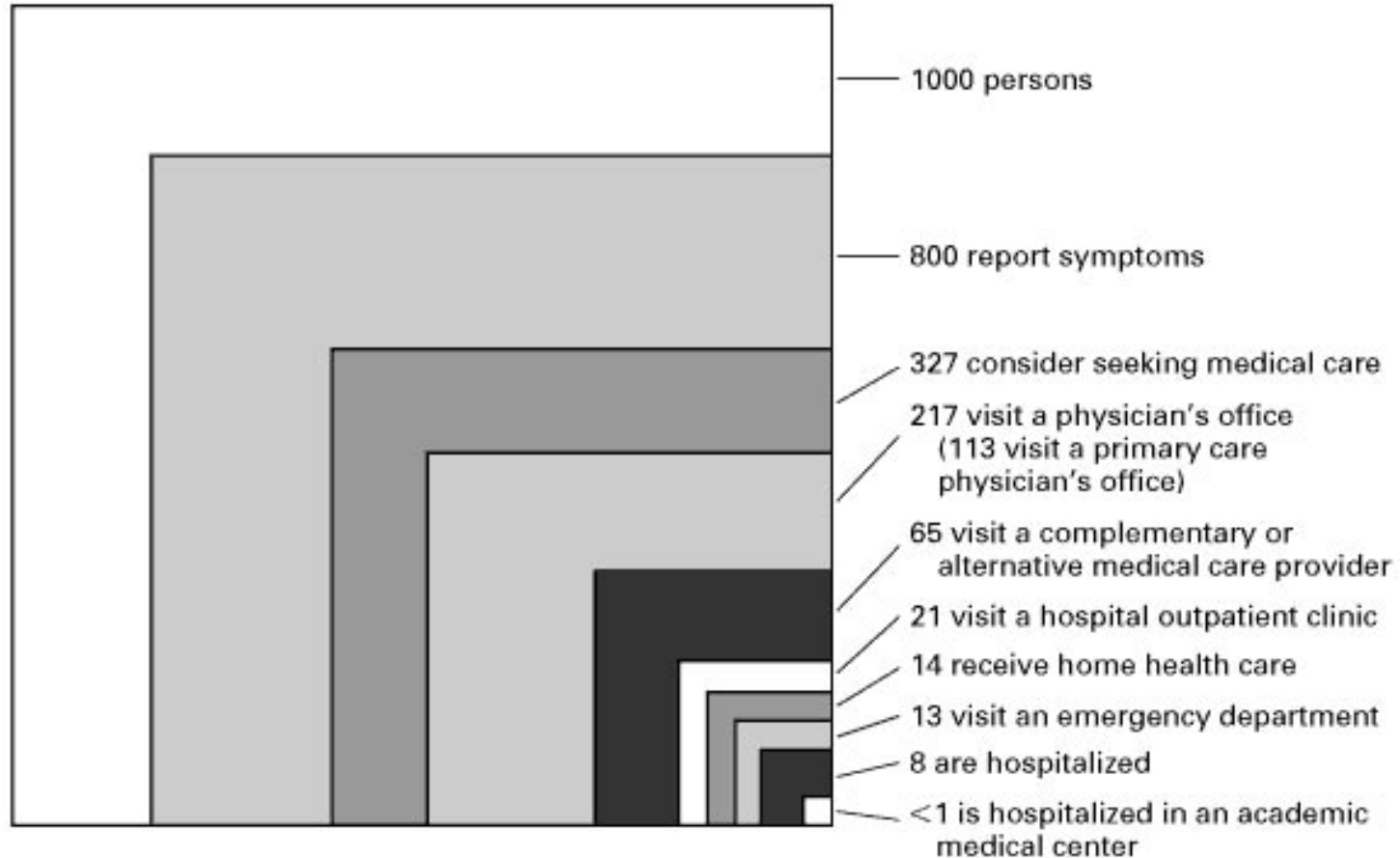
I C⁴ Trust

- ❑ Integration
- ❑ Coordination
- ❑ Continuity
- ❑ Comprehensiveness
- ❑ Connectedness
- ❑ Trust



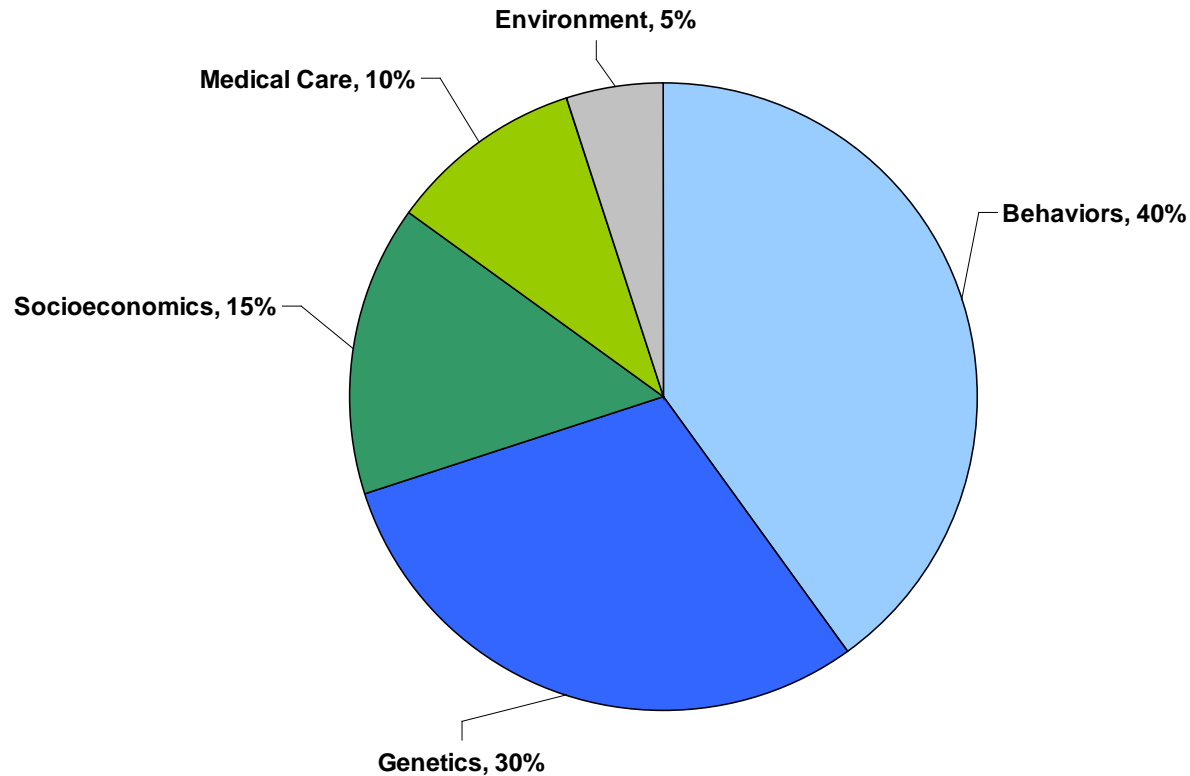


In An Average Month:





Actual Causes of Death in the United States





“The patient brings into the office a unique understanding about his or her own personal and health issues. No one knows about it more than he or she does. The doctor brings into the office a carefully developed body of expert knowledge. The basic notion is that the two get together with their own expertise and negotiate a shared plan and understanding...if you get to know people over time...you can fill in the blanks and complete a rather organized review that gives a good picture of the patient above and beyond the purely biomedical or even psychosocial issues.”

- Dr. Tom Delbanco

**Why is
Family Medicine/
Primary Care Important?**

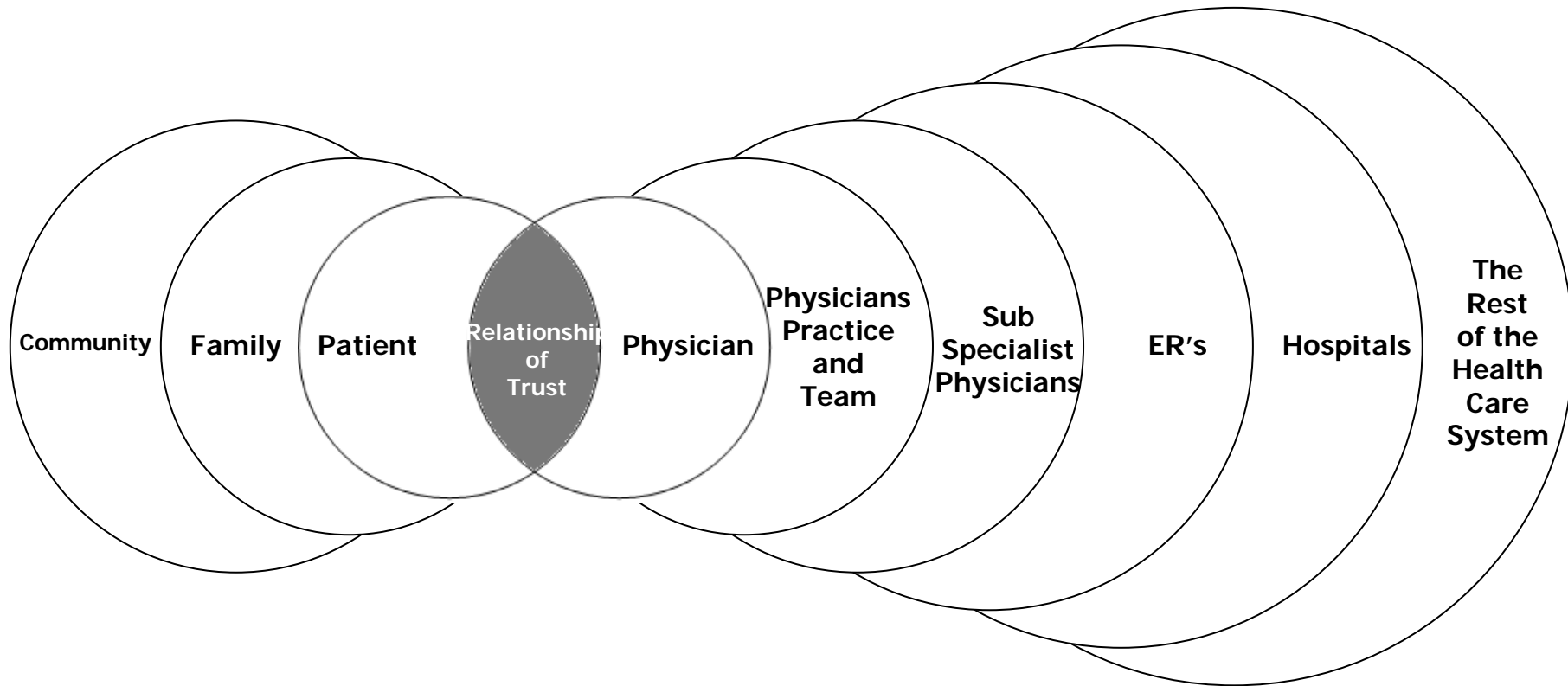


Relationships



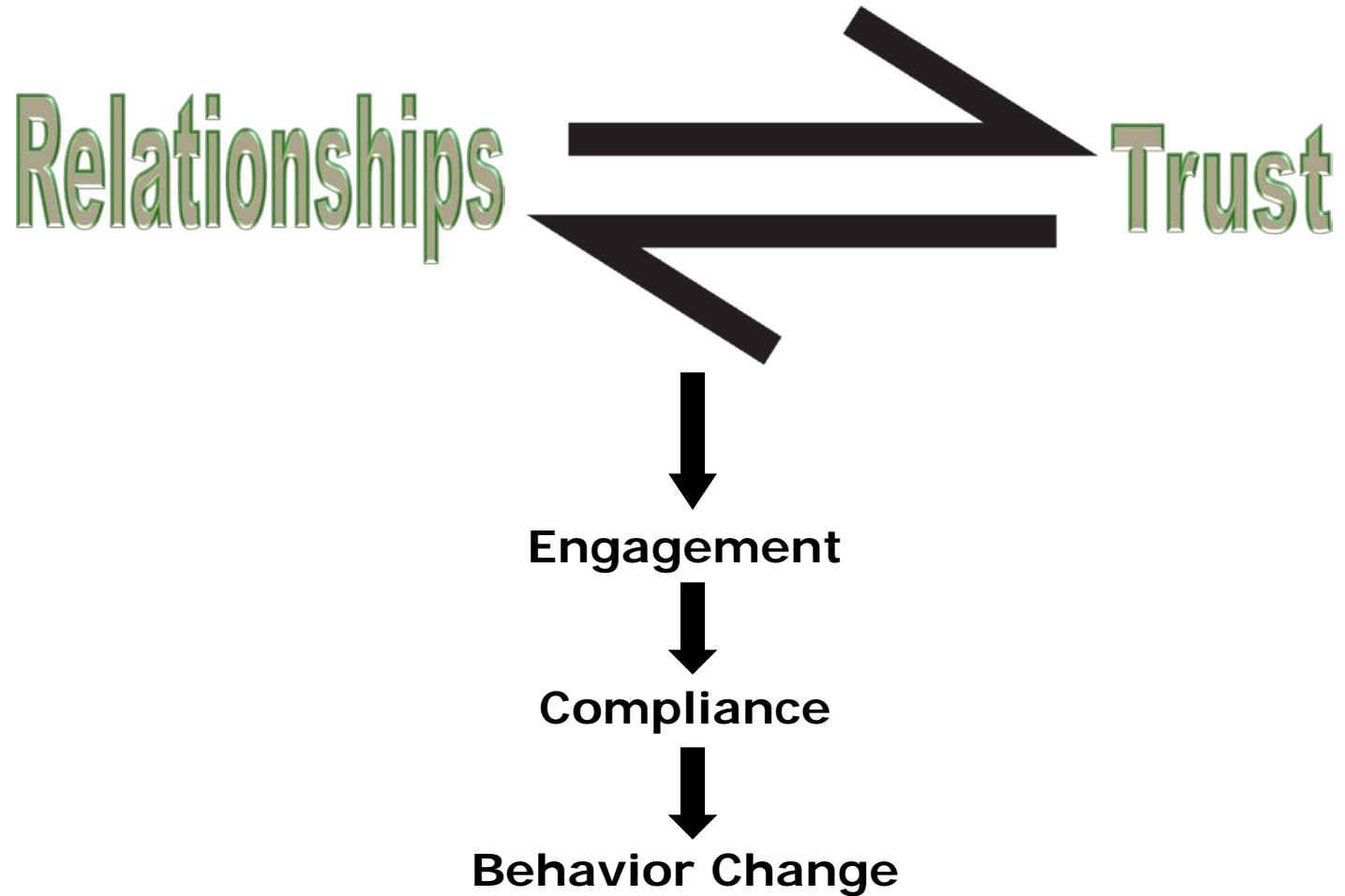


Patient – Provider Relationship





Relationships and Trust





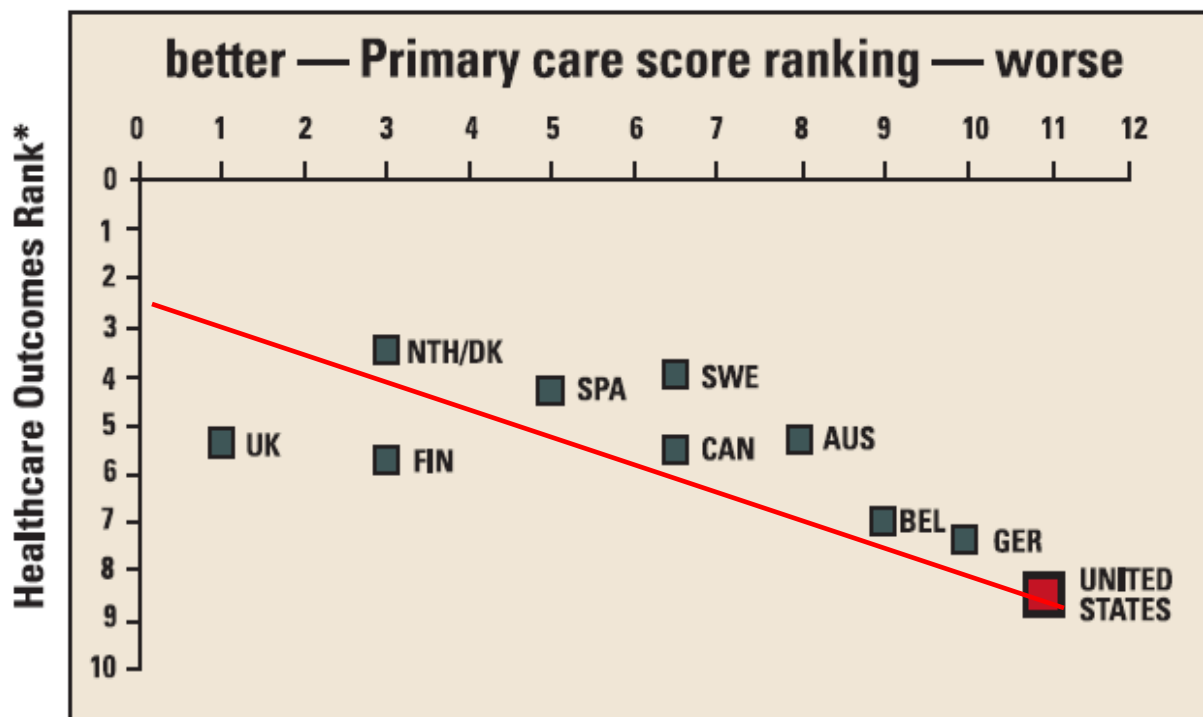
Engagement



The Value of Family Medicine/Primary Care



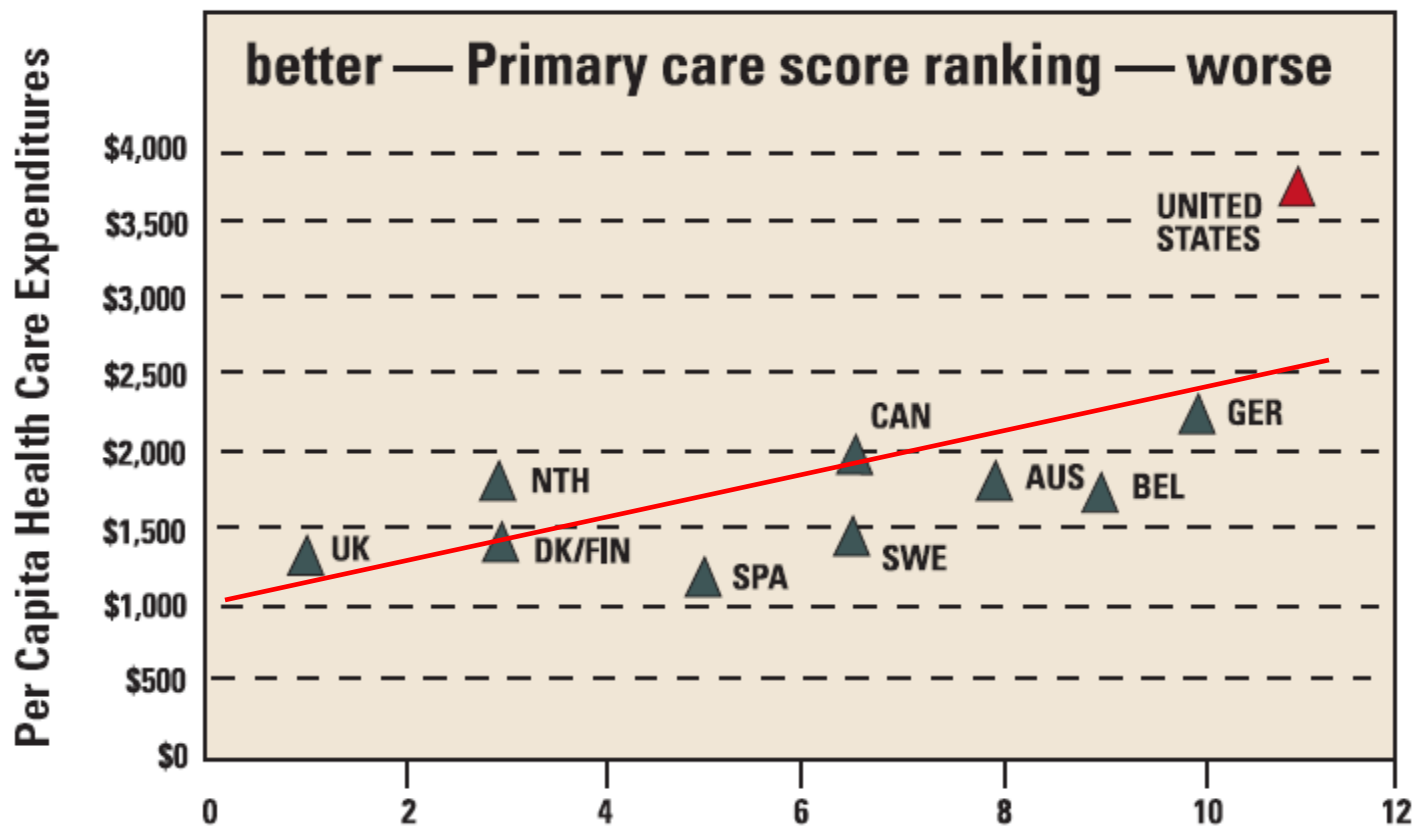
Figure 6. Primary-care Score Ranking vs. "Outcome" Indicators (rank 1 is best, rank 12 worst)



*Rank based on patient satisfaction, expenditures per person, 14 health indicators, and medications per person in Australia, Belgium, Canada, Denmark, Finland, Germany, Netherlands, Spain, Sweden, United Kingdom, United States



Figure 7. Health Care Expenditures vs. Primary Care Score Rank



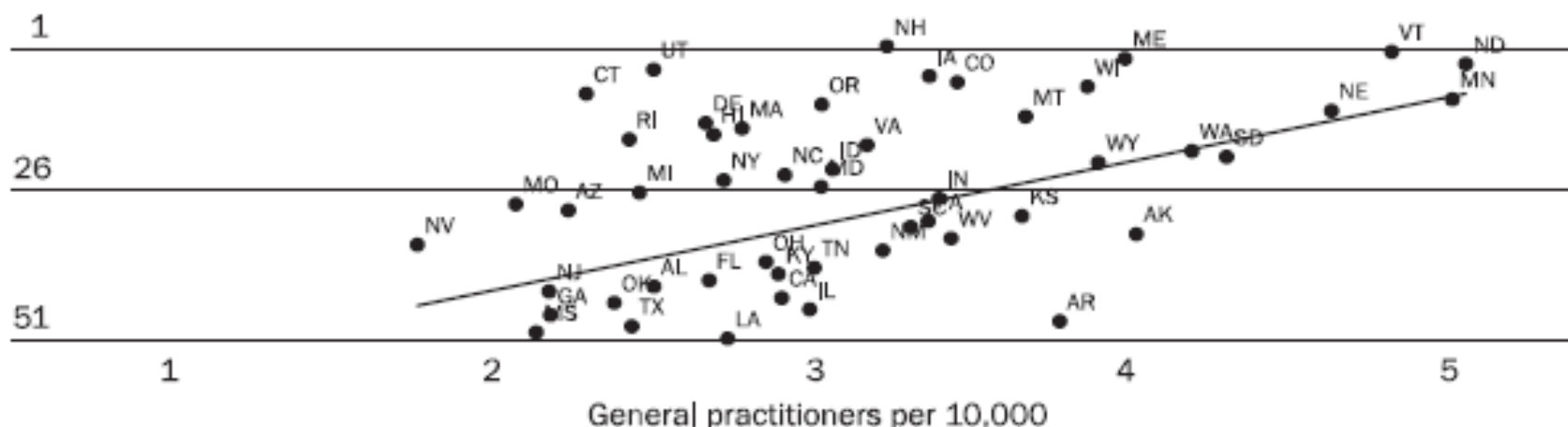
Australia, Belgium, Canada, Denmark, Finland, Germany, Netherlands, Spain, Sweden, United Kingdom, United States



EXHIBIT 8

Relationship Between Provider Workforce And Quality: General Practitioners Per 10,000 And Quality Rank In 2000

Quality rank



SOURCES: Medicare claims data; and Area Resource File, 2003,

NOTES: For quality ranking, smaller values indicate higher quality. Total physicians held constant.



EXHIBIT 9

Relationship Between Provider Workforce And Medicare Spending: General Practitioners Per 10,000 And Spending Per Beneficiary In 2000

Spending per beneficiary (dollars)

8,000

7,000

6,000

5,000

4,000

1

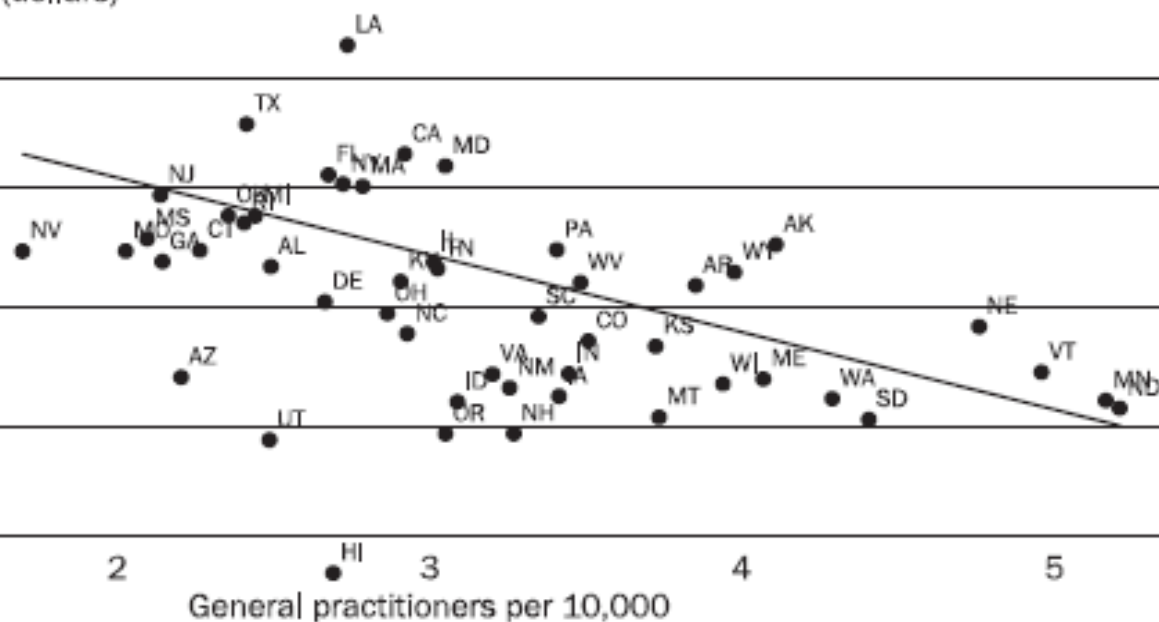
2

3

4

5

General practitioners per 10,000



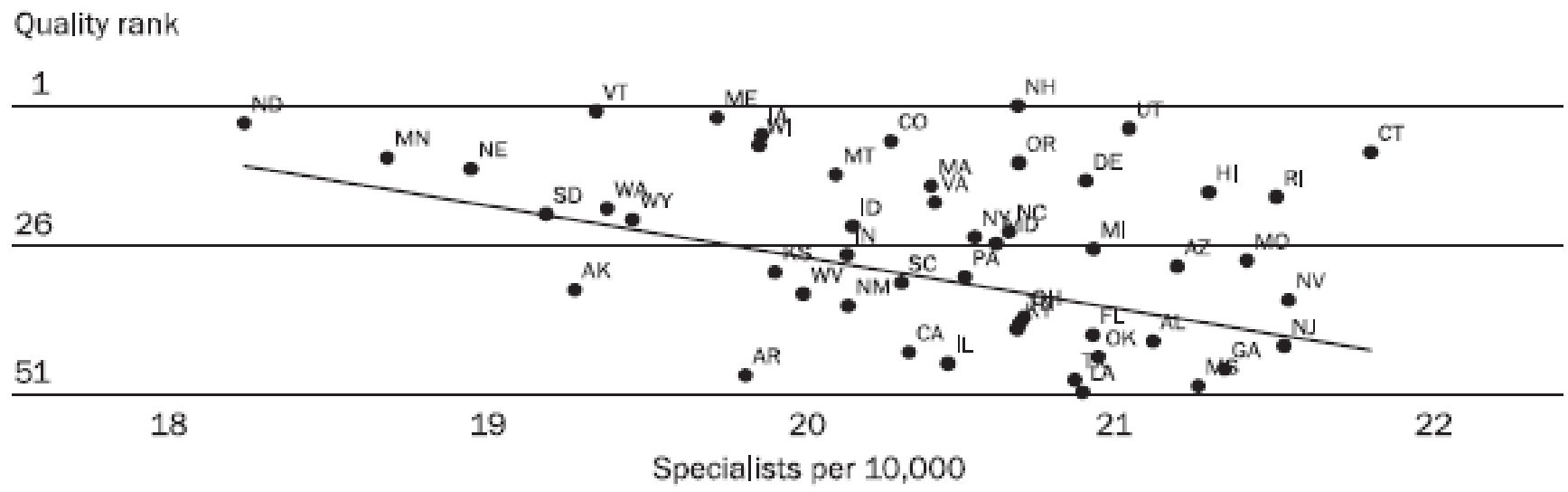
SOURCES: Medicare claims data; and Area Resource File, 2003.

NOTE: Total physicians held constant,



EXHIBIT 6

Relationship Between Provider Workforce And Quality: Specialists Per 10,000 And Quality Rank In 2000



SOURCES: Medicare claims data; and Area Resource File, 2003.

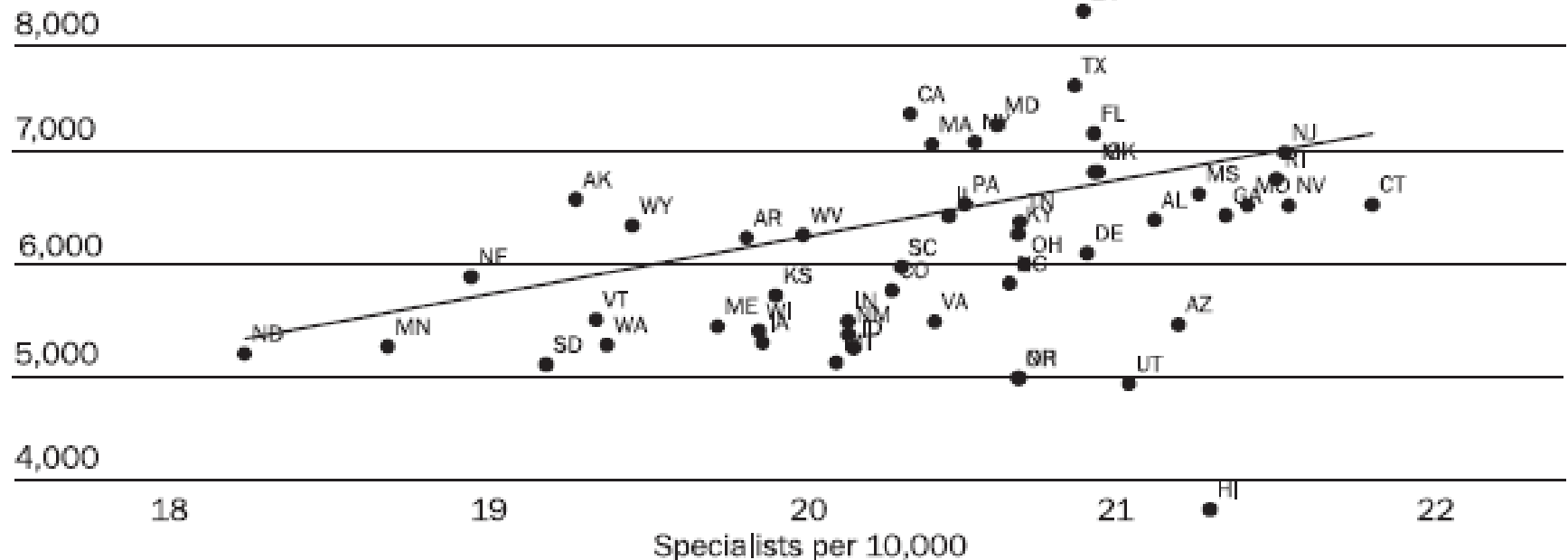
NOTES: For quality ranking, smaller values indicate higher quality. Total physicians held constant.



EXHIBIT 7

Relationship Between Provider Workforce And Medicare Spending: Specialists Per 10,000 And Spending Per Beneficiary In 2000

Spending per beneficiary (dollars)



SOURCES: Medicare claims data; and Area Resource File, 2003.

NOTE: Total physicians held constant.



“Person Centered” Revolves Around The Patient



The Patient Is:

- ❑ An Active Participant
- ❑ Encouraged To Set the Agenda for Meeting With the Provider
- ❑ Able to Clarify Understanding of Care Options
- ❑ Actively Involved In Self-Care Management
- ❑ Oriented to Rights and Responsibilities in the Healthcare Partnership



Focus Is On Creating A “Healthcare Partnership”

- ❑ A Continuous Relationship
- ❑ Whole Person Orientation
- ❑ Mutual Trust and Respect
- ❑ Shared Decision Making





Goals

- ❑ Activation of the Patient
- ❑ Outcomes of Care
- ❑ Patient's Ability to Self-Manage Care
- ❑ Patient Satisfaction





Patient Centered Care = Relationship Focus

- ❑ The Nature and Quality of Relationships Are Central to Effective Health Care
- ❑ Concentrates on the Patient's Needs, Values, Wishes, Cultural Traditions, Family, and Lifestyle
- ❑ Responsibility For Self-care and Monitoring In Patient's Hands
- ❑ Requires Effective Communication to Create the Partnership





Traditional vs. Self-Management

Traditional Care Model:

- The Provider/Educator...
 - Knows What Is Best For The Patient - Often Based On Good Science
 - Makes the Decision About What To Do For the Patient



Self-Management Model:

- Assumes The Patient...
 - Has Knowledge and Experience That Shapes Their Decisions
 - Is More Likely To Act If He/She Makes the Decision





Patient vs. Person

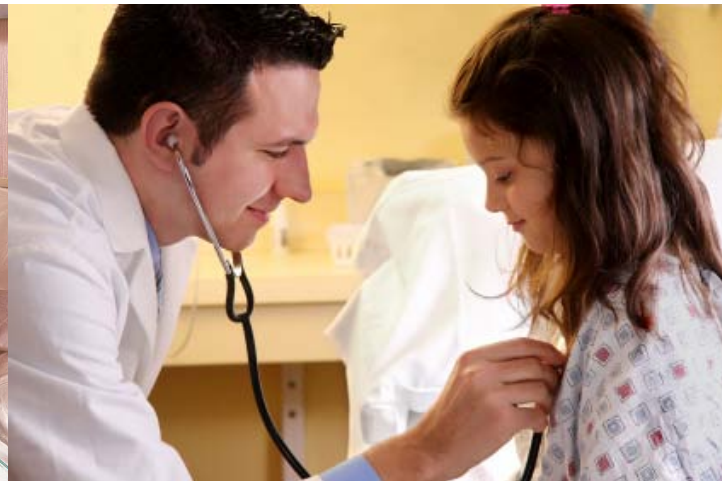
Centered Medical Home

□ Patient

- United States
- Individual
- Sick Care
- Reactive
- Dependent

□ Person

- Europe
- Whole
- Health Care
- Proactive
- Empowered





Person Centered Care

□ Then

- Dependent
- Doctor Decides
- Limited Choices
- Individual
- Reactive
- Barriers

□ Now

- Engaged
- Shared Decision Making
- Informal Choices
- Team
- Proactive
- Bridges



CHC's
-FP's
-NP's/PA's
-Team

Relationships



Patients
Families
Communities
Specialists



Issues for Practices / CHC's

- ❑ Access – Knock Down Barriers
- ❑ Asynchronous
- ❑ About Patients, Not Physicians
- ❑ Comfortable
- ❑ Home





Issues for Physicians/Providers

- ❑ Time
- ❑ Relationships
- ❑ Trust
- ❑ Caring





Issues for Patients

- Engagement
- Responsibility
- Relationship





Patient Centered Medical Home



- Place
- Process



Patient Centered Medical Home





Patient Centered Medical Home Family Medicine Model



Patient-Centered | Physician-Directed



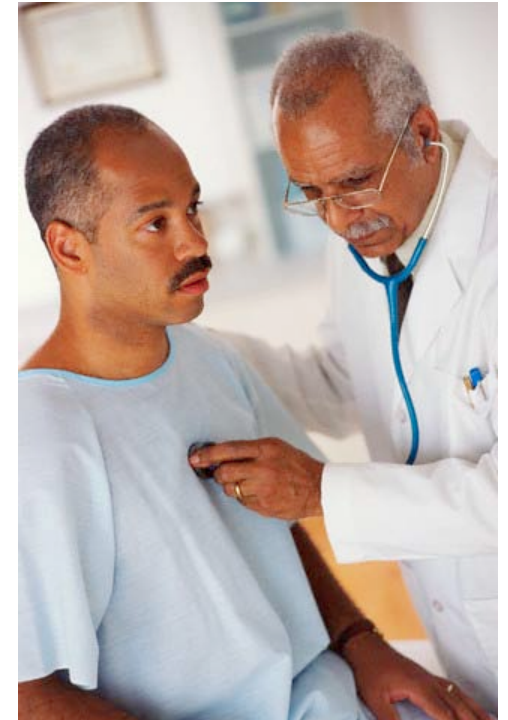
The Data To Date

- ❑ Excellent ROI
- ❑ Quality of Care, Patient Experiences, Care Coordination, and Patient Access all Improve
- ❑ Decrease ER Utilization 15-50% (Avg. 30%)
- ❑ Decrease Hospitalization 10-40% (Avg. 19%)
- ❑ Decrease Cost/Patient \$835/Year



Person Centered Care Summary

- ❑ Relationships and Trust (Practice and Person)
- ❑ Engagement and Compliance (Person)
- ❑ Integrated and Coordinated (Practice – PCMH)
- ❑ It's About Them, Not About Us
- ❑ Proactive and Empowered





The relationship between doctor and patient partakes of a peculiar intimacy. It presupposes on the part of the physician not only knowledge of his fellow men, but sympathy. He sits, not as a judge of morals or conduct, but rather as an impersonal repository for confession. The patient, on his part, must feel the need of aid, and few patients come to doctors except with this incentive. This aspect of the practice of medicine has been designed as the art; yet I wonder whether it should not, most properly, be called the Essence.

-Warfield Theobald Longcope (1877-1953)

**People Do Not Care How
Much You Know Until They
Know How Much You Care!**



Questions

