Health team members’ perceptions of strategies for patient-centred care in acute care settings
Presenter

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Background

• Interprofessional initiatives supported by Health Canada ($1.8 million)
  • 46 projects exploring various aspects of interprofessional education in Saskatchewan in 11 institutions
• Subsequent funding to support Interprofessional practice initiatives
Provincial government

- *Patient First* study completed by Saskatchewan Ministry of Health (2010)
  - high degree of patient satisfaction with health care
  - Dissatisfaction with
    - Wait times and
    - Cost of prescriptions
Research Project

- Qualitative interviews with
  - 18 patients
  - 8 family members
  - 15 health care professionals
- Conducted by an experienced RN
- Over 3 month period
Research Questions

• Do patients perceived themselves to be part of an interprofessional team?
• What issues do patients identify in their health care on an acute care medical nursing unit?
• What advice would patients give to pre-licensure professional healthcare students?
FINDINGS
Context of Patient Findings

• Satisfaction with care
• Inclusion in the health care team
• A sense of team functioning
• Patient communication issues
• Health care professionals communication styles
Context ..... 

• Respect for the patient
• Trust in the Relationship
Healthcare professionals perceptions.....
Health care professionals themes

• Professional commitment to patients
• Interprofessional team concept is not enacted in acute care setting
• Patients are not seen as part of the health care team
• Communication is essential to effective team functioning
Strategies for Improvement

• Communication as the key to team functioning
• Making the system work for the patient/family
• Working together more effectively
• Attending to group dynamics issues in team functioning
Patient perspectives....
Patient Advice for Patient-centredness

- Courtesy and politeness in interactions
- Listen to the patient
- Ask patient’s opinion
- Healthcare professional attitude of caring essential
  - Must be evident
- Demonstrate commitment to patient wellbeing
- Respond to patient concerns
- Engage patient and family in care
Advice...

• Attempt to understand patient experience
• Take time with the patient/family
• Explain care/what is happening
• Provide honest answers to questions
• Establish helping relationships
  • Maintain boundaries
• Consider how to make the “patient’s team” work
• Focus on continuity of care
Interesting contrasts.....

• Patients
  • want a humanized approach
  • assume information is communicated
  • want to feel included, valued and respected
  • assume the system should be working for them
  • want respect as individuals within the system
  • want to respect their professional caregivers
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