

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

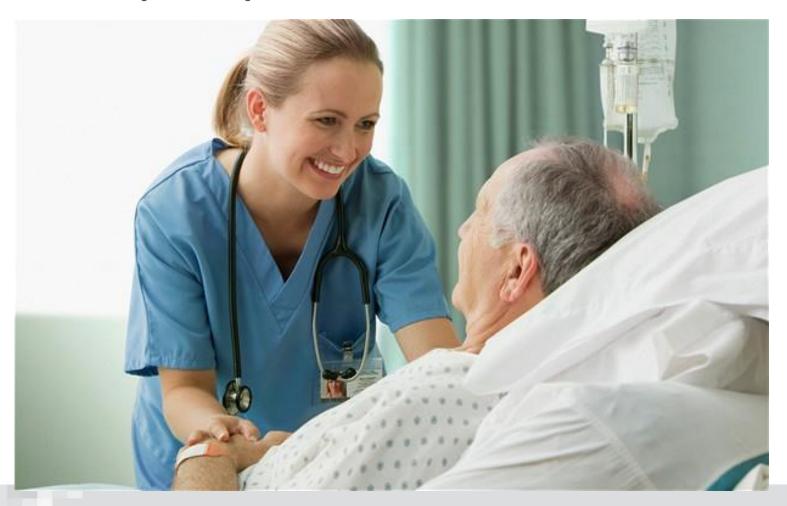


Strategies for Improvement

- 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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