

# Health team members' perceptions of strategies for patient-centred care in acute care settings

# Presenter

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# CANADA



# 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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