



Patient Partnership in Health Care

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@DurgasToolbox

The future is
already here –
it's just not
evenly
distributed.

William Gibson



A beloved child has many names

- Patient engagement
- Patient empowerment
- Patient involvement
- Patient activation
- Self-care, self-management
- Patient partnership
- Patient/family-centered care
- Patient-centered medical home
- Co-production
- Co-design
- Co-care
- People-driven health care



The evolution of the patient-professional relationship



Our model for partnership

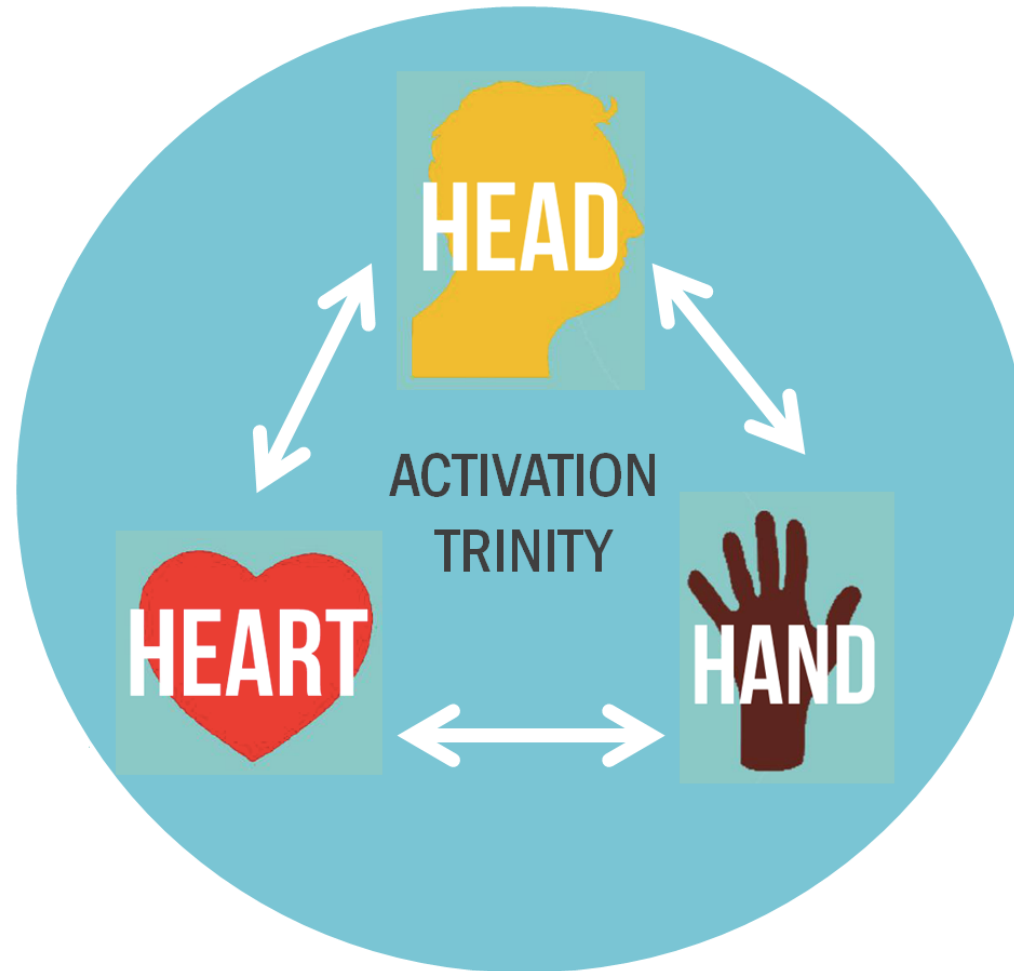
		Phase		
		Plan	Implement	Evaluate
Place	At the visit	Birth plans	Rounding with patients	Patient-reported outcome measures
	In clinical improvement	Co-design Shadowing Interviews	Patients in improvement teams	Suggestion box
	Organisation	Patients in leadership	Patients training staff Patients on committees	Surveys
	Region, state	Co-developing policy	Patients as research partners	Voting

Parity: power, preparation, leadership

Patient-Professional Partnership: Examples, Best Practices and Recommendations

<http://qrcstockholm.se/patientsamverkan/handbocker-och-fordjupning/>

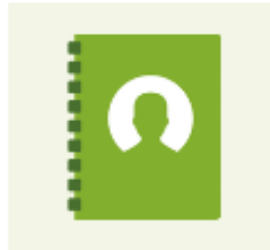
Accelerating change



Hand: Toolbox for partnership



Patientberättelser



Patientcentrerad rapport



Patienter i förbättringsteam



Patientresa



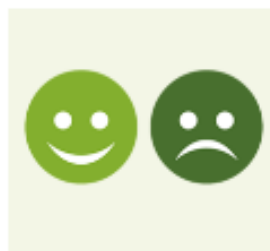
Personas



Resultat av vård (PROM)



Tänka högt



Upplevelse av vård (PREM)



Upplivedagbok

<http://qrcstockholm.se/patientsamverkan/verktygslada/>

Resistance to partnership

“Patients have no understanding of what [it takes] to run an office....They have no idea what goes into seeing a patient.”

“It’s useful, but it’s extra work—if it’s another minute on every patient, well that’s more than we have.”

“If you ask, there’s the implication that you’ll do something with the answer and that you’ll try to give them what they say they want.”

The feedback is “overwhelmingly positive” and “our patients seem happy.”

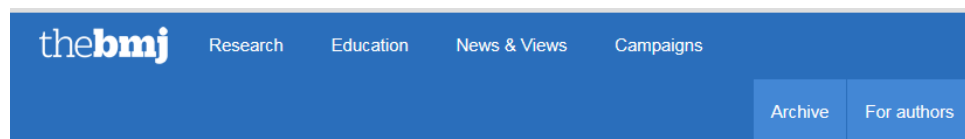
Han et al, 2013.

Partnership FAQs

- Is it really necessary in *our* work?
- Aren't PROMs and surveys enough?
- How do we know that we have the real picture?
- How many patients should we talk to?
- Who should I recruit? How? How do I reach people who don't speak up?
- Do I need to pay people for their time
- Am I really allowed to ask? Do I need approval?
- Will I be listened to? Do they really want me here? What's the purpose of involving me?



#patientsincluded



Patient partnership



The BMJ's patient partnership strategy, launched in 2014, introduced innovative internal editorial changes aimed at making patient partnership integral to the way the journal works and thinks. We did this because we see partnering with patients, their carers, community support networks, and the public as an ethical imperative essential to improving the quality, safety, value, and sustainability of health systems.

The strategy was drawn up with and continues to be informed by a dedicated international [patient advisory panel](#).

Key changes introduced:

- [Authors of research papers](#) are required to document if and how they involved patients in setting the research question, the outcome measures, the design and implementation of the study, and the dissemination of its results.
- Establishing patient review of all relevant research papers and many of our education and comment articles, alongside our standard scientific peer review processes. To do this we have established a database of patients, patients advocates, and carers to comment on papers. [We welcome support to build this further and encourage readers to extend this invitation to patients and carers.](#)
- Requesting authors of educational articles, and comment articles including editorials and analysis papers to [co-produce their papers](#) with patients and carers and invite contributions/ comment from them. Most of these articles are also sent for review by patients as well as peer reviewers. Patients are invited as sole authors for some comment pieces, including editorials.
- Publishing a monthly patient led, patient (and carer) written series called "What your patient is thinking," and inviting and encouraging submissions for the [BMJ Opinion Patient Perspectives](#) series and

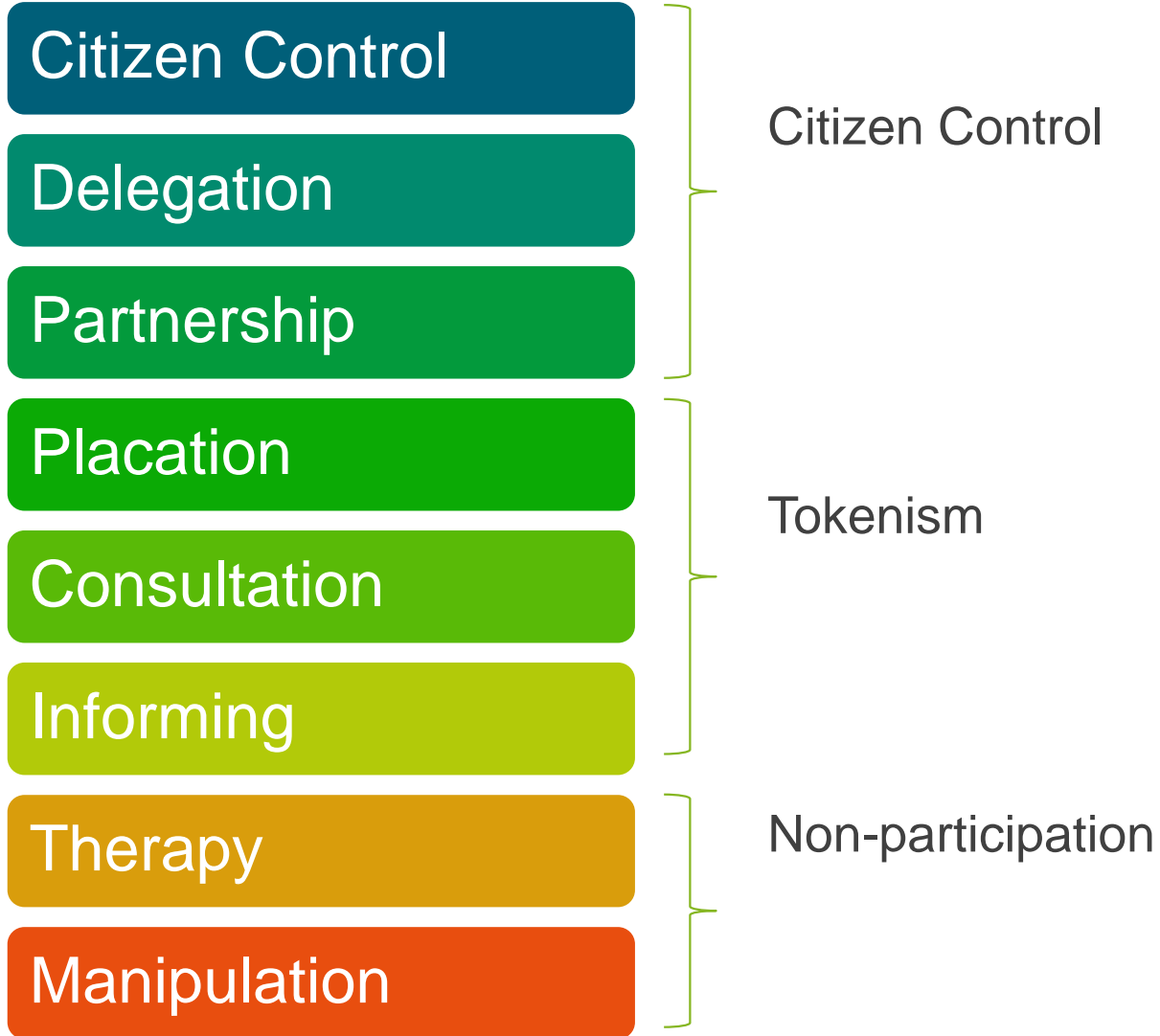


PATIENTS INCLUDED

CHARTERS

Degrees of Citizen Participation

Arnstein, 1969



Thank you!