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Patient-centredness in caring for people with multimorbidity in European countries

Iris van der Heide (NIVEL)

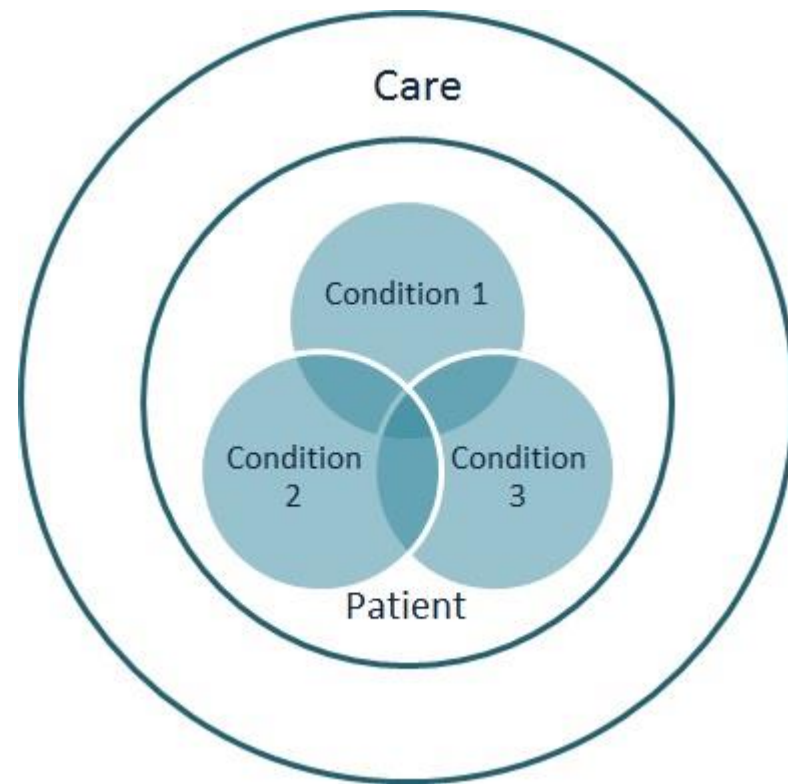
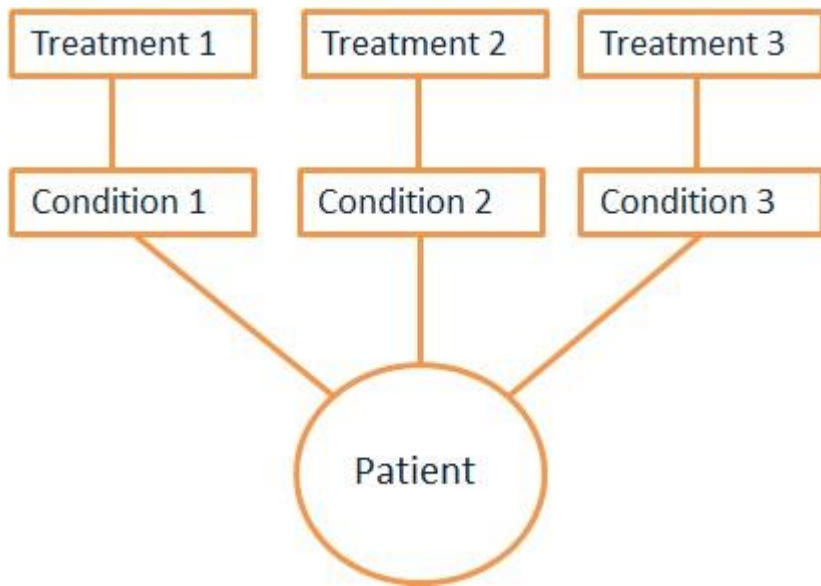
on behalf of the ICARE4EU consortium



Policy issue

Healthcare is not responsive to the needs of patients who suffer from multiple chronic conditions (multimorbidity).

- Care is organized and delivered in a fragmented and disease-orientated way.
- People with multimorbidity often receive incomplete, inefficient and ineffective care.



The case of Mr. Johnson



Name: Mr. Johnson
Age: 79
Hobby's: playing chess
Health: Mr. Johnson suffers from COPD, Hypertension, Diabetes Mellitus, Osteoporosis, and Osteoarthritis
Living situation: Mr. Johnson lives with his wife

Care for Mr. Johnson

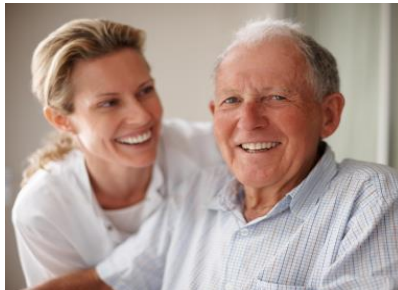
Pharmacist
Frequency of visits:
1 x per week



General practitioner
Frequency of visits:
1 x per week



Endocrinologist,
respirologist, Dietitian,
Reumatologist
Frequency of visits:
1 x every four weeks



Medication and life style adaptations

Medication	Life style adaptations
Ipratropium metered dose inhaler 70 mg/wk of alendronate 1500 mg of calcium and 600 IU of vitamin D 12.5 mg of hydrochlorothiazide 40 mg of lisinopril 10 mg of glyburide 81 mg of aspirin 1700 mg of metformin 250 mg of naproxen 20 mg of omeprazole 40 mg of lovastatin 250 mg of naproxen Albuterol metered dose inhaler	Check feet Sit upright for 30 min on day when alendornate is taken Check blood sugar During breakfast, lunch and dinner: 2.4 g/d of sodium 90 mmol/d of potassium Low intake of dietary saturated fat and cholesterol Adequate intake of magnesium and calcium Medical nutrition therapy of diabetes

Problems faced by multimorbidity patients



- Difficult to remember advice from healthcare providers.
- Difficult to travel to appointments.
- Conflicting treatments.
- Complexity of medication prescriptions and self-management tasks.

Definition of patient-centred care

“Patient-centred care is care that is respectful of and responsive to individual patients’ preferences, needs, and values, and ensuring that patient values guide all clinical decisions.”

Institute of Medicine, 2001



Elements of patient-centred care

1. Customizing care to the needs, preferences, values and resources of patients.
2. Involving informal carers as co-clients and co-care providers.
3. Integration and coordination of care.

1. Customizing care to the needs, preferences, values and resources of patients

‘what is the matter’
clinical outcomes

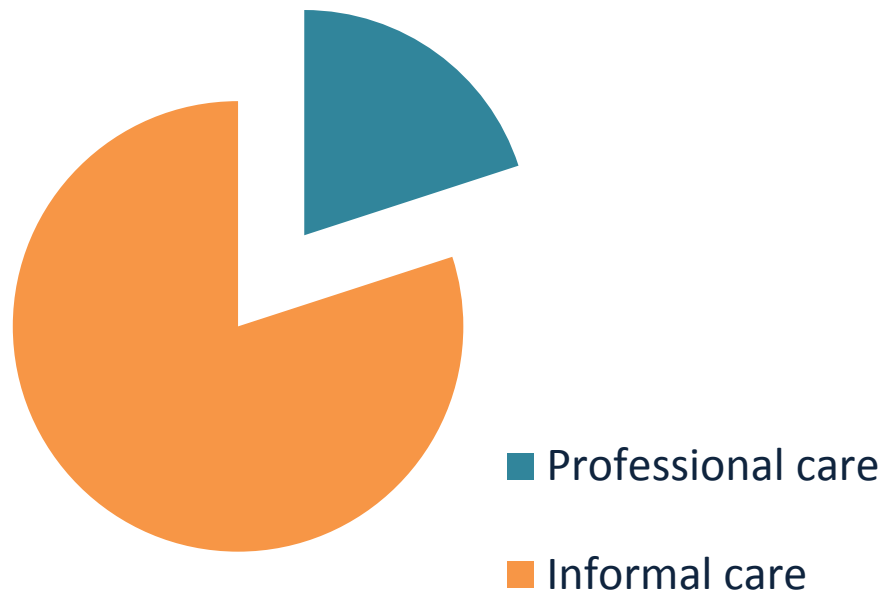


‘what matters to you’
patient-relevant outcomes

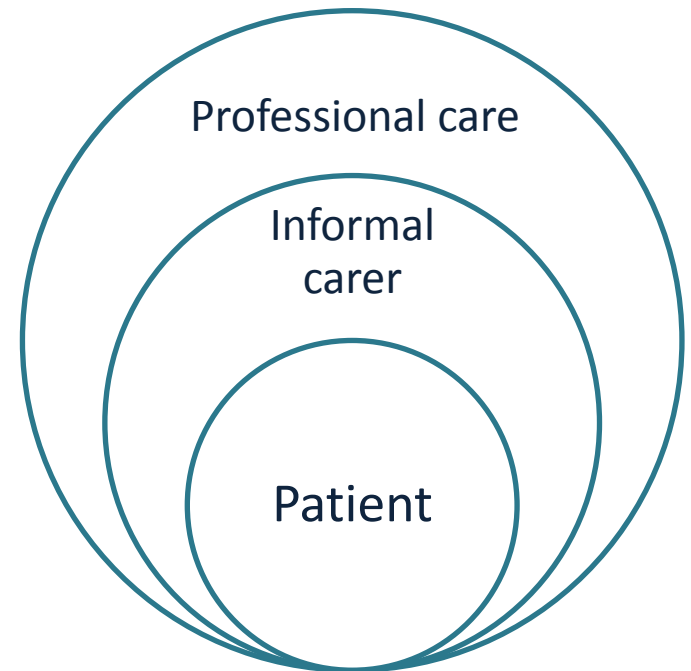
I would like to
walk pain free
when I am going
out to play chess.



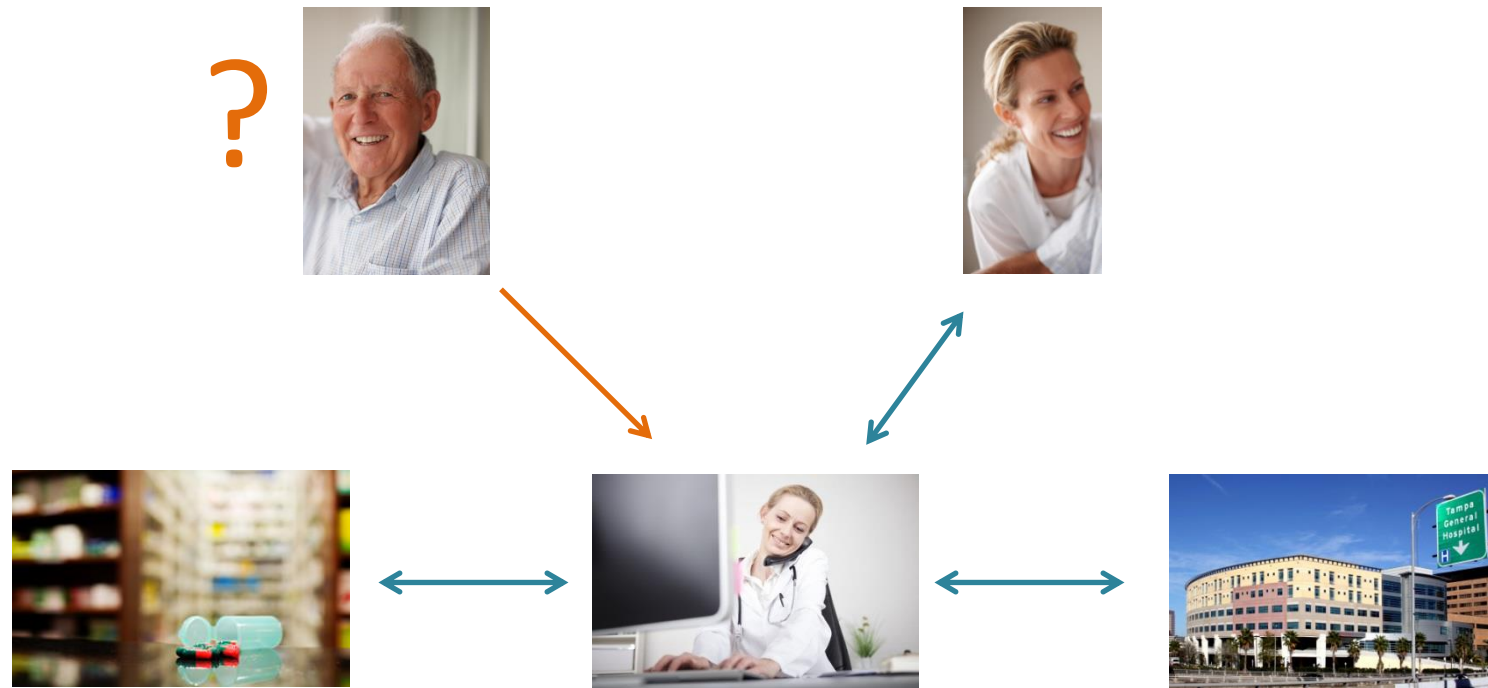
2. Involving informal carers as co-clients and co-care providers



Eurocarers, 2014



3. Integration and coordination of care



Strategies to support patient-centred care for multimorbidity patients

Micro level (care provider)	Meso level (service providers)	Macro level (health system)
Involve patients (and/or informal carers) in decision-making .	Shared vision on patient-centredness.	A quality system that takes patient-relevant outcomes into account.
Negotiate health goals with the patient.	Training for professionals in patient-centred care.	A strong primary care system.
Discuss self-management support needs with the patient.	Electronic patient records .	Sector transcending policy development, legislation and regulation.
Personal care plans .	(eHealth) support for self-management and communication.	
	'Care coordinator ' and a ' trusted doctor ' or ' trusted nurse '.	
	Personal care plans .	
	Collaboration with care providers outside the healthcare sector.	
	Flexible visits .	



Innovative care programmes in Europe: customizing care to the needs of patients

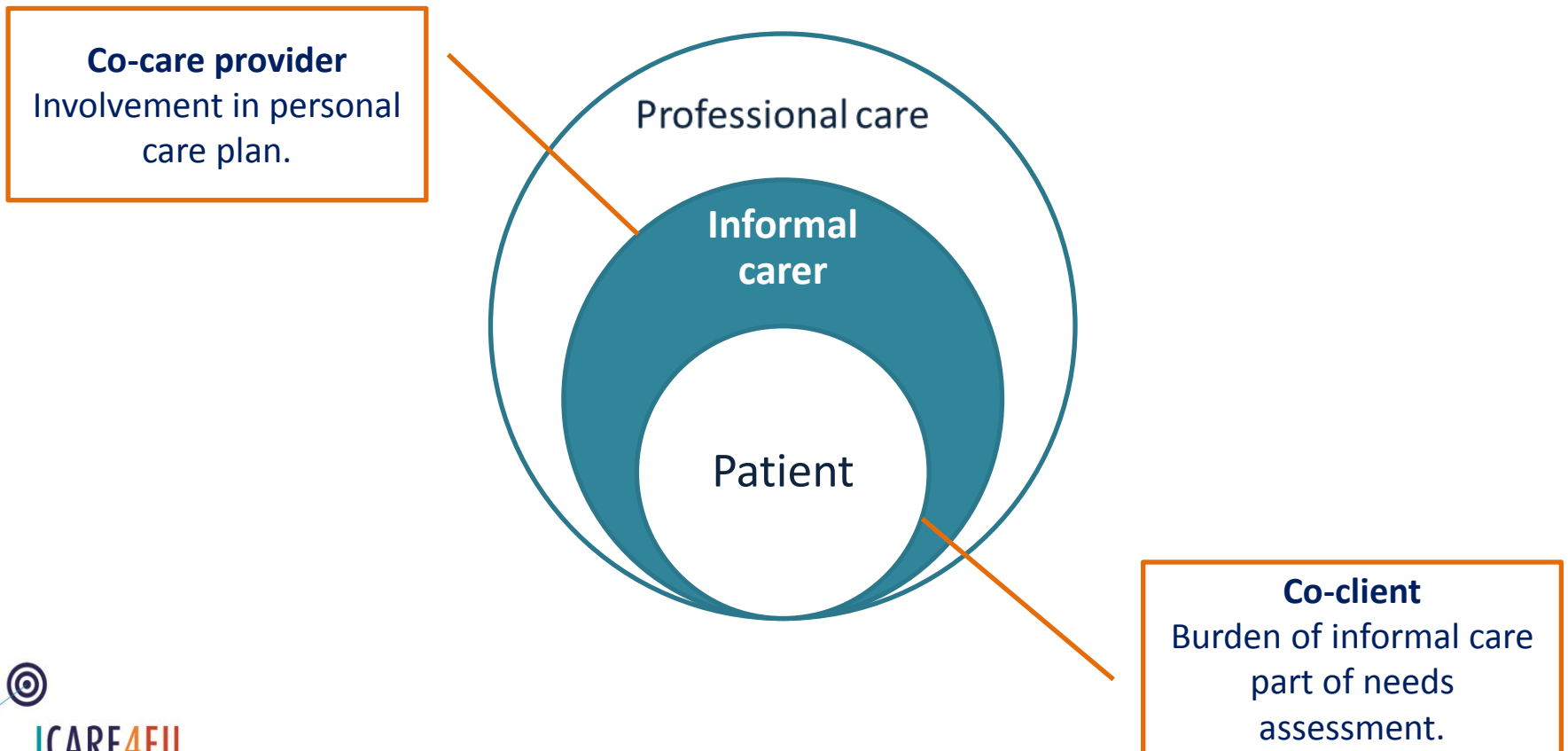
Example 1: The use of a personal care plan in the Finnish POTKU project

Personal care plan:

1. My needs
2. My goals
3. My measures
4. Follow-up and assessment
5. Medication, diagnoses and contact person

Innovative care programmes in Europe: involving informal carers

Example 2: The involvement of informal carers in the Belgian ADS project



Closing observations

- Various inspiring examples of integrated patient-centred care initiatives from European countries; mostly initiated bottom-up.
- Elements of patient-centred care not generally applied yet.
 - Attention for specific subgroups.
 - Involvement of patients in decision-making.
- Involvement of patient representatives in the development of programmes.

Policy directions

- Involve patient representatives/organisations in the development of innovative programmes.
- Support innovative initiatives to establish patient-centred care for people with multimorbidity.
- Include patient perspective in healthcare performance and evaluation.

POLICY BRIEF

How can we strengthen patient-centeredness in caring for people with multimorbidity in European countries?

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Take-home message

#what-matters-to-you-approach
essential for good quality
multimorbidity care in **#EU**





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Innovating care for people with multiple chronic conditions in Europe (ICARE4EU)

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