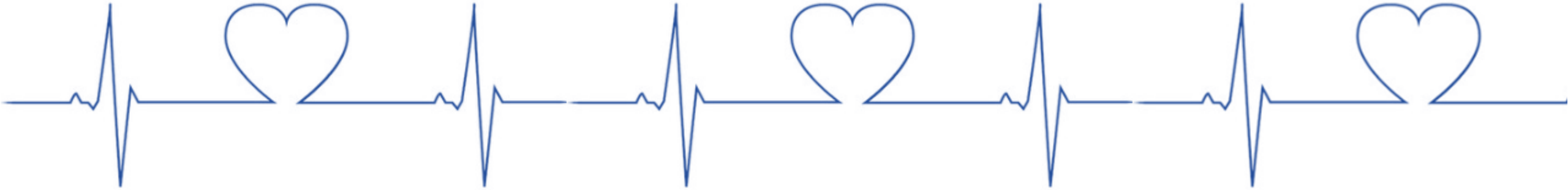
Collective Leadership and Safety Cultures (Co-Lead)

UCD School of Nursing, Midwifery and Health Systems



Enhancing Person-Centred Care

Co-Lead

They saw "something"
on her mammogram.

What does
person centered care
mean for our team?

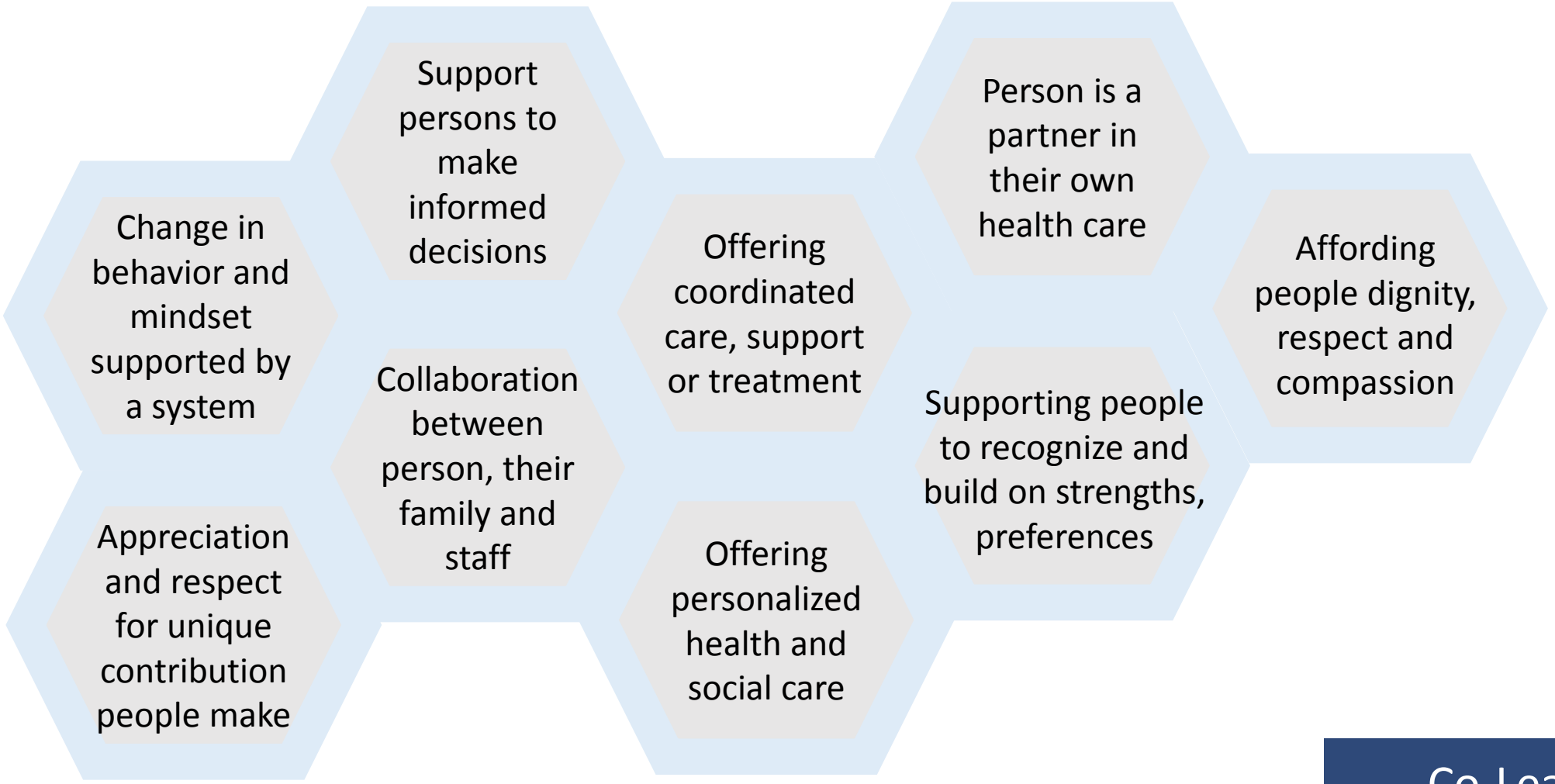
What is person-centredness?

"...care that is respectful of and responsive to individual patient preferences, needs and values, ensuring that patient values guide all clinical decisions"

- Involving users of health and social services as equal partners in planning, developing and monitoring care
- Considering the person's point of view and being respectful
- Considering people's desires, values, family situations and social circumstances

IOM. (2001). *Crossing the Quality Chasm: A new health system for the 21ˢ century.* Washington, DC: National Academy Press.

Person-Centredness Principles



HSE – QID (2016a). Person-Centred Principles and Person-Centred Practice Framework

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The Ladder of Engagement and Participation

Placing decision-making in the hands of the community and individuals	Devolving
Working in partnership with communities and patients in every aspect of the decision including development of alternatives and identification of the preferred solution	Collaborating
Working directly with community and patients to ensure concerns and aspirations are constantly understood and considered	Involving
Obtaining community and individual feedback on analysis, alternatives and/or decisions	Consulting
Providing communities and individuals with balanced and objective information to assist them in understanding problems, alternatives opportunities and solutions	Informing

Co-Lead

NHS England. The "Ladder of engagement and Participation"

Patient Engagement Continuum

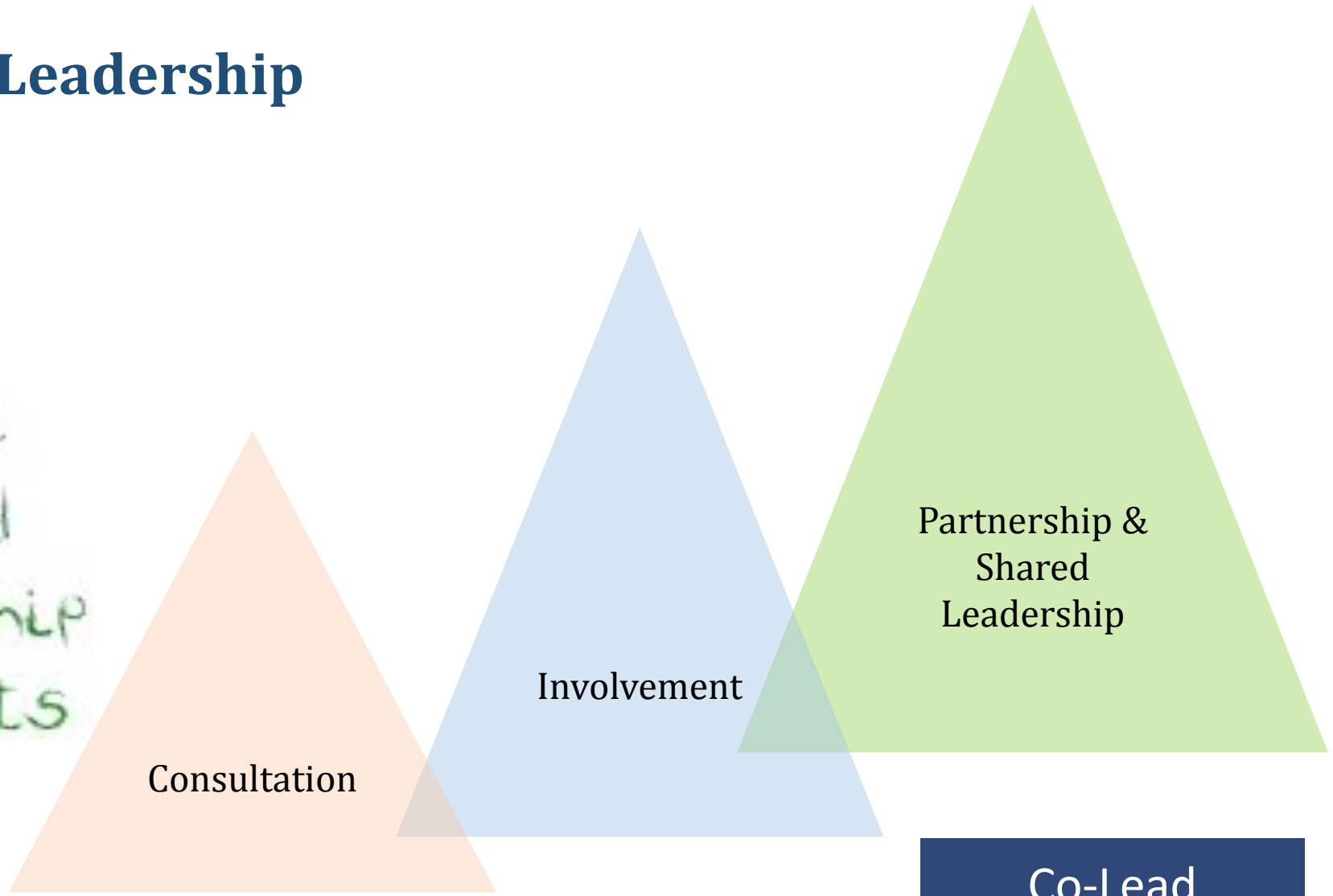
Levels of Engagement	Consultation	Involvement	Partnership& Shared Leadership
Direct Care	Patients receive information about a diagnosis	Patients are asked about their preference in treatment plans	Treatment decisions based on patient preferences, medical evidence & clinical judgement
Organizational design & governance	Organization surveys patients about their care experience	Hospitals involve patients as advisors or advisory council members	Patients Co-lead hospital safety and quality improvement committees
Policy Making	Public Agency conducts focus groups with patients to ask their opinion	Patient recommendations about research priorities used by public agency to make funding decisions	Patient representation on committee that decides how to allocate resources to health programmes

Factors Influencing engagement:
Patient: (beliefs, culture, health literacy, education)
Organization: (policies, Culture, procedures)
Society: (Social norms, regulations, policy)

European Respiratory Society. Commentary on "Engagement as an Element of Safe Inpatient Psychiatric Environments": Engagement Is Psychiatric-Mental Health Nursing - Scientific Figure on ResearchGate. Available from: https://www.researchgate.net/A-multidimensional-framework-for-patient-and-family-engagement-in-health-and-health-care_fig1_279990712

Partnership & Shared Leadership

What can we do as a team for developing a partnership and shared leadership with the patients



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The Irish Context: Patient Experience Survey 2017

Lowest Rated Areas

Hospital Admission

Waiting time for admission

Care on the Ward

Hospital Food

Examinations, Diagnosis & treatment

Time to discuss care and treatment with a doctor

Discharge or Transfer

Educating patients about medication side effects

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Improving the Patient Experience

What are the lowest rated areas for our hospital?

What can we do as a team, to improve these lowest rated areas?

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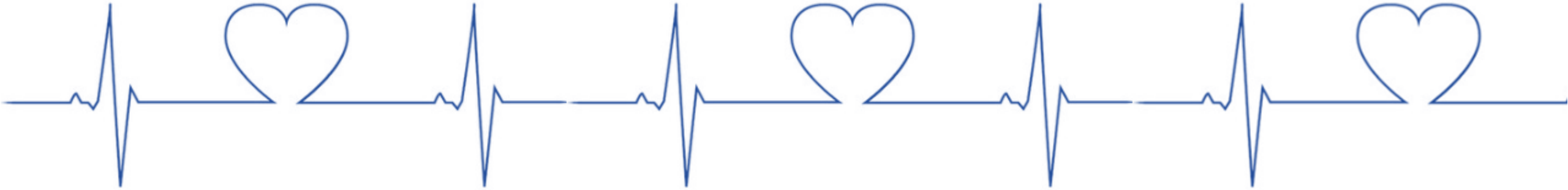
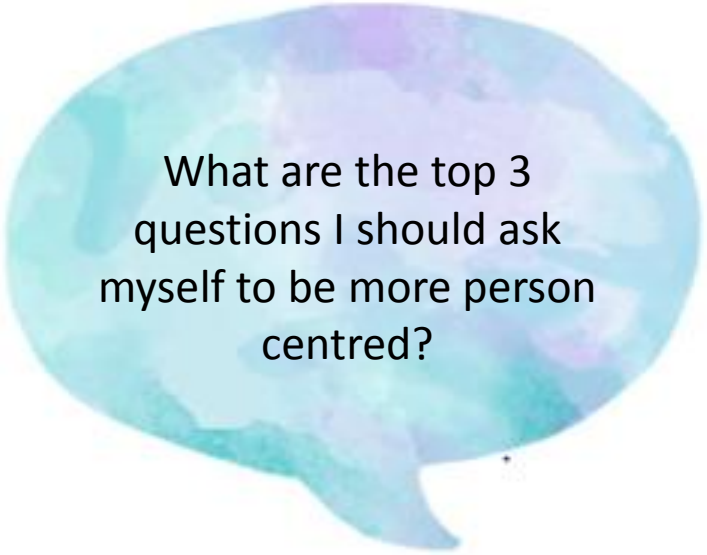
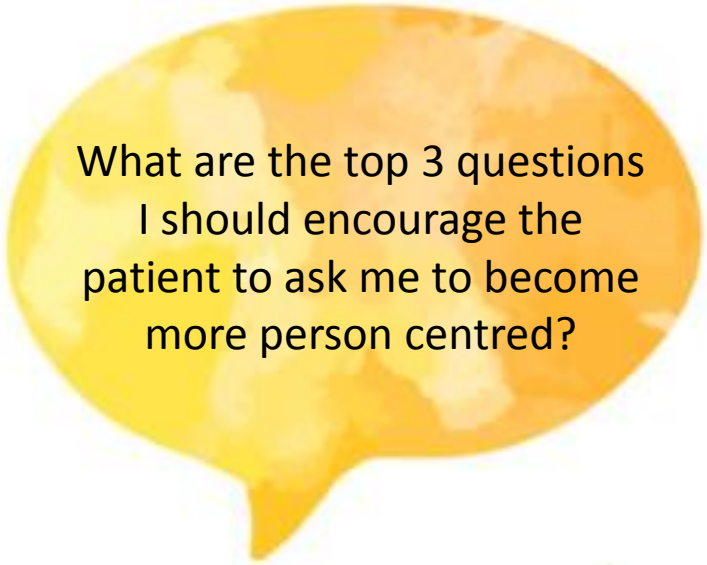


Encouraging Person Centred Thinking

Co-Lead


What are the top 3 questions I should ask myself to be more person centred?


What are the top 3 questions I should encourage the patient to ask me to become more person centred?

Discussing person-centered stories in weekly debrief meetings

Asking volunteers to share the top thing they did to encourage person centeredness during the past week

Using patient feedback such as thank you letters to share the story with the rest of the team

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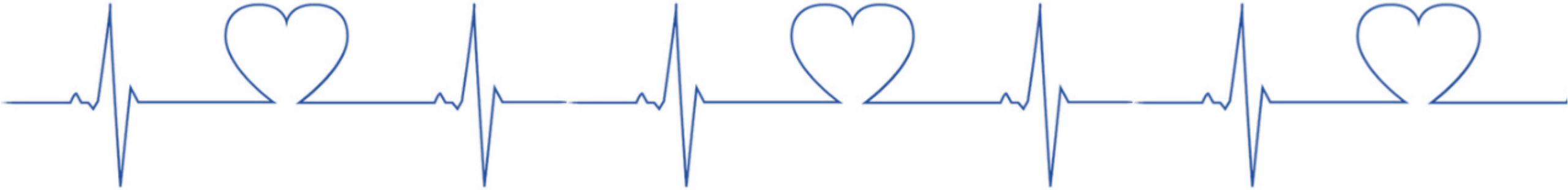


Activity: Emotional Journey Map

Co-Lead

Emotional State	Arrival	Registration	Waiting	Consultation	Lab tests	Pharmacy	Departure
Stressed							
Relaxed							

Outcomes

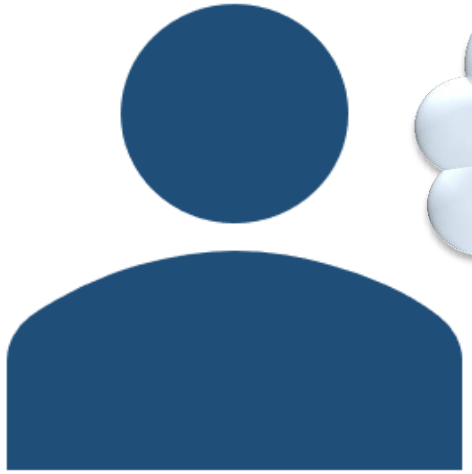
Individuals are empowered and treated with dignity

Care and support plans are focused on the long term goal and lifestyle

Family engagement

Transparent and clear processes

Differences recognised and respected



Individuals make informed choices and accept related risks

Positive and solution focused attitude

Patients viewed as equal and active partners

Privacy is respected

Session outcomes?

What can we start doing as a team to become more person-centred?