

Plenary 2: The Role of HPH in Developing People-Centered Health Care Systems by Coordinated and Integrated Health Care Services

Health promoting hospitals and health services as main drivers for more people-centered health systems



*Susan B. Frampton, Ph.D.
President, Planetree International*



International Network of
HHealth
Promoting
Hospitals & Health Services

Gesundheit Österreich
GmbH



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Reggio Emilia



A Brief History of HPH's Role in Support of People-Centered Care

Mission: HPH shall work towards... 'incorporating the concepts, values, strategies and standards or indicators of health promotion into the organizational structure and culture of the hospital/health service...the goal is **better health gain by improving...the conditions for and satisfaction of patients, relatives and staff.**'"

Objectives: To provide leadership on matters critical to health promotion in hospitals and health services and **engaging in partnership** where joint action is needed...to **shape research** agenda...to **set norms and standards**...

(International Network of Health Promoting Hospitals and Health Services Constitution)



Norms, standards and ‘the conditions of satisfaction of patients, relatives and staff’ are evolving rapidly particularly around the roles of patients and families in their own care-despite persistent barriers



Putting Quality on the Global Health Agenda

•Scott, KW, Phil, M. and Jha, AK *N ENGL J MED* 371;1 July 3, 2014

*“When people are not treated with basic dignity and respect by providers, they are likely to avoid future interactions with those providers. **Thus, even if care is safe, effective and widely available, it is of little use if patients choose not to use it.**”*



Patient perceptions and definitions of ‘respect’ and ‘dignity’ in their interactions with healthcare systems cuts across settings and services



Focusing the Focus Group

What matters most to the group is more important than what matters to individuals

November 8, 2017 | Jill Harrison

“...to ensure that (staff) receive training in compassion, kindness and respect beyond the scope of typical customer service training...” *

Top Priorities:

- *Listen to me*
- *Treat me with empathy and kindness*
- *Tell me in a way I can understand*
- *Invite me to participate***

**Hospitals and Health Networks on-line publication, 2017, CT Center for Patient Safety*

***Based on Planetree patient focus group summaries and PFAC interviews 2016-17*



The HPH Network's Role in Support of Patient and Family Engagement

1991 HPH policy paper -*Budapest Declaration*- emphasized that hospitals and health services should '**encourage an active and participatory role for patients** according to their specific needs.'

(1991 Budapest Declaration on Health Promoting Hospitals)

2016 HPH policy document -The New Haven Recommendations on **partnering with patients, families and citizens** to enhance performance and quality in health promoting hospitals and health services

2016 approval of an HPH Working Group on **Patient and Family Engaged Care**



NHRs featured in Elsevier publication in 2018



Patient Education and Counseling





Available online 10 April 2018

In Press, Corrected Proof ?



Discussion

Strengthening patient and family engagement in healthcare — The New Haven Recommendations

Christina C. Wieczorek ^a  , Peter Nowak ^a  , Susan B. Frampton ^b, Jürgen M. Pelikan ^{a, c}

- Multilevel approach to engagement*
- Broad spectrum of strategic approaches to patient and family engagement
- Supported by systems theory**
- Supported by the latest scientific evidence-base ***

*Strengthening patient and family engagement in healthcare – The New Haven Recommendations , Pt Educ & Coun, CWieczorek et al 2018

**Group dynamics as a hybrid of organization and interaction. A systems theory analysis of staged personal communication], Gruppendynamik und Organisationsberatung. 35 (2004) 133-60, J.M. Pelikan

***Harnessing the Evidence and Experience to Change Culture, Nat'l Acad of Med, SBFrampton et al 2017




A Multi-level Approach to Patient, Family and Staff Engaged Care

MICRO LEVEL

- Enable patient and family involvement within direct service provision (micro-level)
- Sample Recommendation: raise awareness and capacity among patients and families to become active partners as co-producers in healthcare and in shared decision-making processes along the care pathway;
- In practice: *the patients' goals and preferences for colon cancer screening options are identified through a shared decision making process, these goals are included in the plan for preventive care, and an assessment is done of the match between what the patient has decided and what is actually delivered.*



Engaging Patients in *Informed* Health Promotion and Prevention Activities Results in More Appropriate Care



U.S. Preventive Services
TASK FORCE


Search USPSTF

E-mail Updates Text size: a A A

You are here: [Home](#) >> [Recommendations for Primary Care Practice](#) >> [Search Recommendations](#) >> [Final Summary](#)

Prostate Cancer: Screening

Release Date: May 2012

 This topic is in the process of being updated. Please go to the [Update in Progress](#) section to see the latest documents available.

[Home](#)
[Recommendations](#)
[Published Final Recommendations](#)
[Recommendations in Progress](#)



Men ages 55–69

The decision about whether to be screened for prostate cancer should be an individual one. The USPSTF recommends that clinicians inform men ages 55 to 69 years about the benefits and harms of prostate-specific antigen (PSA) screening for prostate cancer. Screening offers a small potential



Men age 70 and older

The USPSTF recommends against PSA-based screening for prostate cancer in men age 70 years and older.

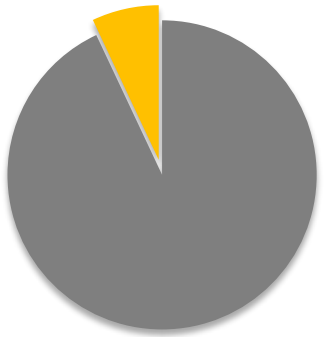
D Recommendation

Engaging patients and families through shared-decision-making results in better outcomes and more appropriate utilization of care



40%

Once patients are informed about the risks of sexual dysfunction after surgery for benign prostate disease, **40% fewer prefer surgery.**



Doctors believe 71% of patients with breast cancer rate keeping their breast as top priority. **The figure reported by patients is just 7%.**



Only 41% of Medicare patients believe that their treatment reflected their preference for palliative care over more aggressive interventions.

Lee CN, Hulsman CS, Sepucha K. Ann Plastic Surg 2010;64:563-6

Wagner E, et al. Med Care 1995;33:765-70

Covinsky KE, et al. J Am Geriatr Soc 2000;48:Suppl:S187-S193.



A Multi-level Approach to Patient and Family Engaged Care

MESO-LEVEL

- Enable patient, family and citizen representatives' involvement among hospitals and health services (meso-level)
- Sample Recommendation: Involve patients, families and citizens in the assessment and development of health-related information and communication technologies;



Patient and Family Advisory Councils

In practice: Patient and family representatives are included as members of standing hospital committees that develop health education materials and advise on effective delivery mechanisms, ensuring that information is presented in a way that patients can easily access and understand.



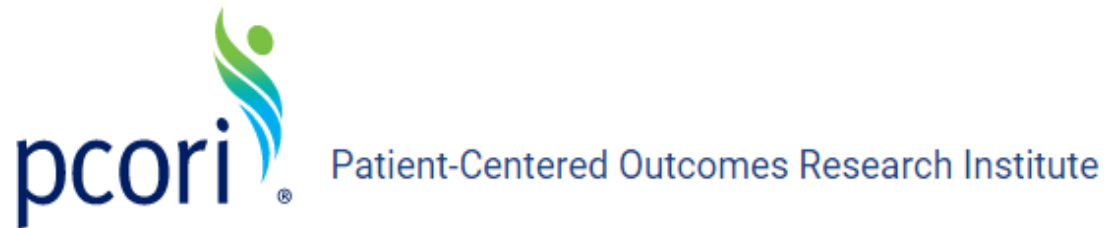
A Multi-level Approach to Patient and Family Centered Care

MACRO LEVEL

- Enable patient, family and citizen representatives' involvement in planning healthcare delivery systems and policy (macro-level)
- Sample Recommendation: Develop governance, policy and infrastructure that give patient and family advocates more rights to shape healthcare delivery and provide accountability frameworks;
 - In practice: *Patient, family and citizen involvement in health services delivery research is a requirement for government funding.*



Patients co-design research on what *they define as important*



MISSION: ...producing and promoting high-integrity, evidence-based information that comes from **research guided by patients, caregivers**, and the broader healthcare community

...the **meaningful involvement of patients, caregivers**, clinicians, and other healthcare stakeholders throughout the research process—from topic selection through design and conduct of research to dissemination of results.



Engaging Moms in Comparative Effectiveness Research on Osteomyelitis in Children



*Courtesy of S. Sheridan

PICC line supplies



February 2015, Vol 169, No. 2 >

[< Previous Article](#) [Next Article >](#)

Original Investigation | February 2015

JOURNAL CLUB

Comparative Effectiveness of Intravenous vs Oral Antibiotics for Postdischarge Treatment of Acute Osteomyelitis in Children FREE

Ron Keren, MD, MPH^{1,2}; Samir S. Shah, MD, MSCE^{3,4}; Rajendu Srivastava, MD, FRCPC, MPH^{5,6,7}; Shawn Rangel, MD⁸; Michael Bendel-Stenzel, MD^{9,10}; Nada Harik, MD¹¹; John Hartley, DO¹²; Michelle Lopez, MD¹³; Luis Seguias, MD¹⁴; Joel Tieder, MD¹⁵; Matthew Bryan, PhD^{1,2}; Wu Gong, MS¹; Matt Hall, PhD¹⁶; Russell Localio, PhD^{1,2}; Xianqun Luan, MS¹; Rachel deBerardinis, BA¹; Allison Parker, MS¹; for the Pediatric Research in Inpatient Settings Network

Conclusions and Relevance Given the magnitude and seriousness of PICC complications, clinicians should reconsider the practice of treating otherwise healthy children with acute osteomyelitis with prolonged intravenous antibiotics after hospital discharge when an equally effective oral alternative exists.





Working Group on HPH and Patient and Family Engaged Health Care

Develop a set of standards and systematic strategies to involve patients, families and citizens in health promoting healthcare for the International Network of Health Promoting Hospitals and Health Services (HPH Network) by using both:

- the *New Haven Recommendations*, and
- the National Academy of Medicine's *Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care*

Crosswalked the NHR with NAM framework:

- Connected each of the NHR recommendations to elements of the NAM evidence-based framework
- Creating a set of standards and indicators for multi-level engagement
- Identifying best practices associated with each standard

Aligning the goals of the PFEC Working Group with the aspirations of the HPH Network to create a people-centered system

GOAL: Set norms and standards for patient engagement in hospitals and health services at all levels- micro, meso and macro

GOAL: Identify, promote and support the necessary organizational level structures, functions and evidence-based practices associated with successfully engaging patients in their own health promotion in an international context

ASPIRATION: Through effective dissemination, encourage uptake by HPH Network members, and thereby contribute to a more people-centered global health system.



“Give a **man a fish** and you feed him for a day; teach him to **fish** and you feed him for a lifetime.”

Thank-you