



AB-REOC
BV-OECO

Association belge de recherche et d'expertise des organisations de consommateurs
Belgische Vereniging voor Onderzoek en Expertise voor de Consumentenorganisaties
Belgisches Forschungs-und Kompetenzzentrum der Verbrauchersorganisationen



Raising standards for consumers

Person-centered care & Minimal Patient involvement Standard

A consumer perspective

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Consumers interests in standards

Children should play with toys, not chemicals



Everyone should be able to use websites and apps



CEN/TC 450 :

- Improve the person's experience and health outcome.
- Promote the best care processes possible for all citizens.

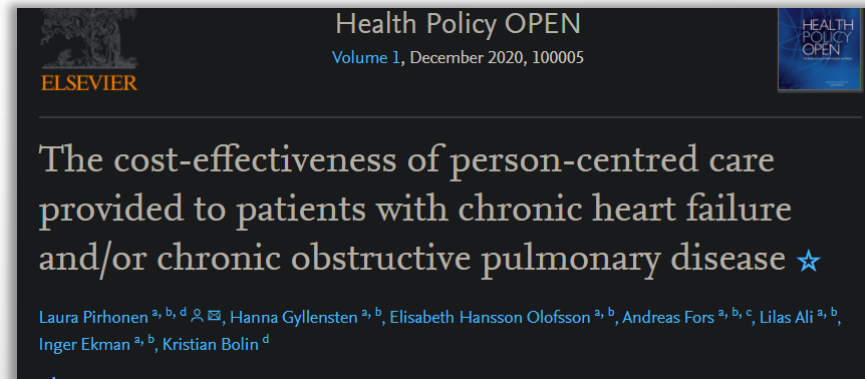
Why PCC for the Patients and Consumers?

1) Better Health outcomes

Observational study of effect of patient centredness and positive approach on outcomes of general practice consultations

P Little ¹, H Everitt, I Williamson, G Warner, M Moore, C Gould, K Ferrier, S Payne


2) Reduced costs



3) Increased confidence and resilience for health system

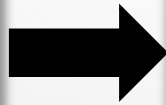
Research article | Open Access | Published: 08 January 2019

The importance of patient-centered care and co-creation of care for satisfaction with care and physical and social well-being of patients with multimorbidity in the primary care setting

Sanne Jannick Kuipers , Jane Murray Cramm & Anna Petra Nieboer

BMC Health Services Research 19, Article number: 13 (2019) | [Cite this article](#)

PCC why it is important



Why Patients and Consumers in PCC?

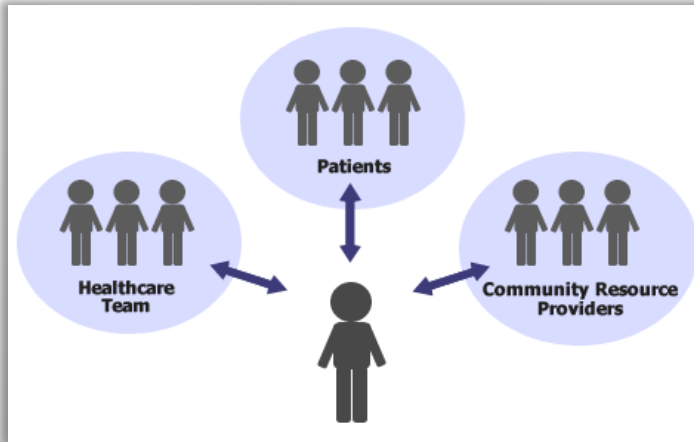
Person-Centered Care

Consumer perception, consent, understanding, diversity, cultures, issues, etc

A bridge with socio-economic issues

Minimal Patient Involvement in Person-Centred Care

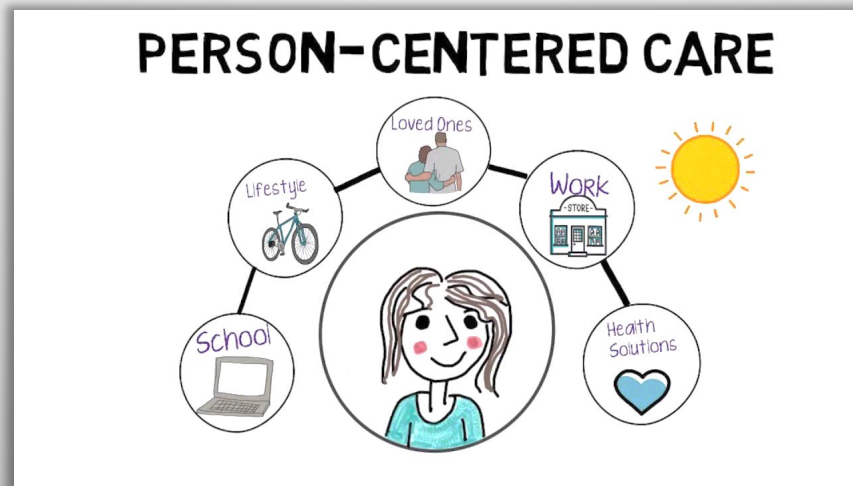
Partnership



PCC environment and planning



Complexity inclusion



Example from the standard (1)



Patient with periodontitis + needing tooth filling

Asked no anesthesia

Dentists agrees and treated him

BUT no improvement after months :

- bleeding gum & Broken teeth
- Financial cost
- Months suffering consequences

What happened?

Example from the standard (1)

The patient went for another dentist

Who asked why no anesthesia?



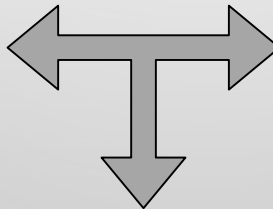
→ Why is the patient seeking care?

→ How is he feeling with the care process?

→ Shared decision-making

→ Time for communication and trust building

The patient accepted
the anesthesia



The Dentist kept an attention
on the patient's fear of needles



Proposed example

Health trends : Autonomy
 eHealth
 Chronic diseases
 Ageing population

And « unexpected
circumstances »

Patient : 75 yrs old, recent (benign) cerebrovascular incident
 Diagnosed with colorectal cancer needing treatment

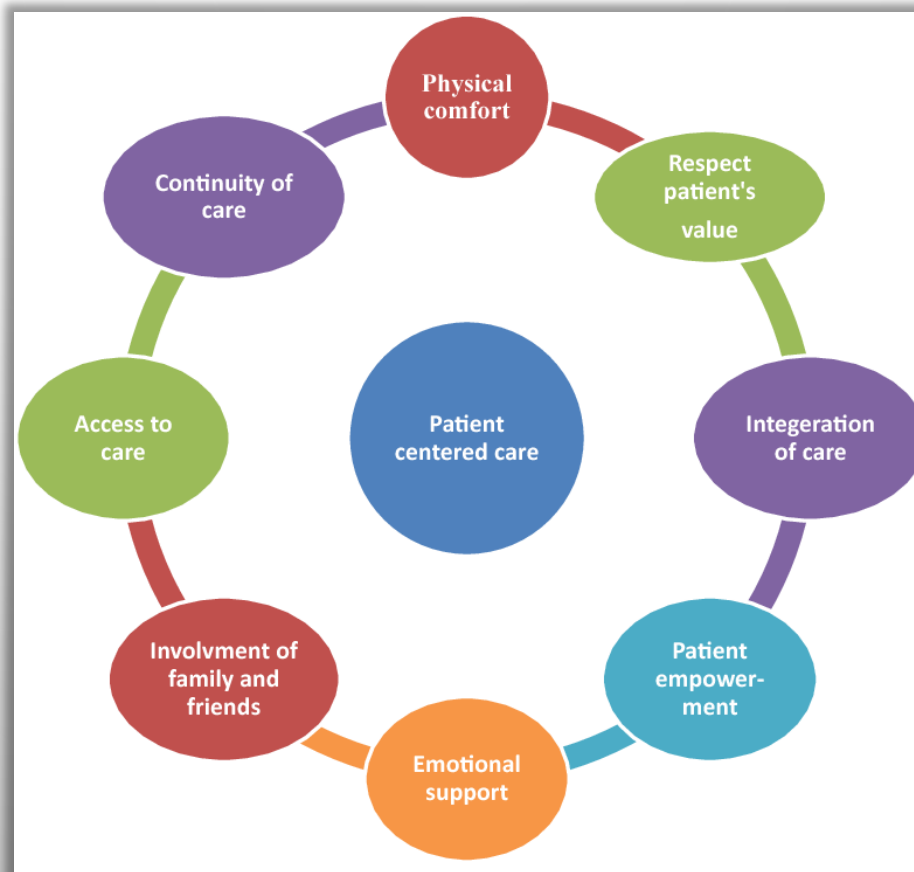
Best PCC case scenario ?

Proposed example

Patient's narrative	→	Living alone, fears
Patient's motivations	→	Autonomy and homecare
Shared decision-making and planning	→	Commun understanding and treatment plan
Routine and processes in place at organisational levels	→	Regular communication and accessible tools
Interaction with socio-economics and social care	→	Help with tools accessibility, maybe social care
Continuum of PCC care	→	Keep the communication open and interprofessionnal cooperation

Conclusion

Patient involvement in health care
Minimum requirements for person-centred care



Conclusion



Thank you!