



**EHMA 2023**

**Sustainable health management:**  
designing solutions for evolving and complex health systems

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# Patient Perspective

Transparency and person-centred measures

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# Person-centred care

**Patient-centred care:** “Providing care that is respectful of and responsive to individual patient preferences, need, and values, and ensuring that patient values guide all clinical decisions.” (IOM, 2001)

**Person-centred, coordinated care:** aims to achieve the outcomes that matter for each individual patient

- Personal goals & preferences
- Shared care planning, shared decision-making
- Being seen as a person, not a diagnosis or number
- Holistic approach – psychological, emotional social, mental and family aspects as well as physical problem





# Quality of healthcare

- WHO 7 dimensions of quality

- Effectiveness  
Does healthcare actually improve patients' health?
- Safety  
Prevention of medical errors and adverse events
- Patient-centredness / responsiveness  
Is care delivered in accordance with patients' needs, preferences and expectations?
- Timeliness
- Integration
- Equity
- Efficiency

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# Quality of healthcare

How outcome measurement can help improve quality

- Performance monitoring and transparency
  - ✓ Identification of best practices, **facilitate patient choice**
  - ✓ Incentivise providers to improve quality
- Inform policies and recommendations aimed at improving health care quality and efficiency
  - ✓ At organisational level, e.g. by tracking variation in outcomes
  - ✓ At system level – (international) learning, benchmarking
  - ✓ Targeting investment towards high-value care
- Making healthcare more patient-centred
  - ✓ Supporting HCP-patient communication and shared decision-making
  - ✓ Involving patients in the selection of outcome measures for quality improvement initiatives

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Measure the Patient Experience!

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# Patient Empowerment

“A multi-dimensional **process** that helps people gain control over their own lives and increases their *capacity to act* on issues that **they themselves define** as important.”

3 dimensions:

( [EPF PE Toolkit](#) )



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1. Health literacy
  - Information / education
  - ICT tools
  - Systems navigation...
2. Self-management
  - Skills, behaviours, self-efficacy
  - psychological-emotional support...
3. Shared decision-making
  - Relationship
  - Decision aids
  - Communication
  - HCP skills, attitudes...

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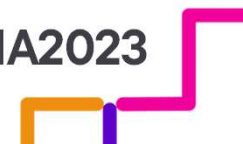


# Good design & training is critical to ensure quality

- Consider involving patients in training and design of programme
- Especially communication strategies & materials
  - ✓ People with lived experience of risk behaviours
  - ✓ People from various backgrounds including lower health literacy
- Ethical caution: patients' expertise should be recognised and involvement should not be exploitative (e.g. reducing people to “a story” with no other input)
  - ✓ Community liaisons for marginalised or excluded groups
  - ✓ Patient organisations can represent their communities



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# Patient organisations: untapped potential

- POs can be your valued partners in implementing programme
- Peer support to patients is a core function – mentoring, counselling, legal & financial support, self-management education...
- POs can disseminate messages on policy, education, evidence... but also help design programmes so they work better for patients
- Consider “referral” of patients to relevant patient organisations and communities for support
- Consider involving POs in trainings, providing feedback & evaluation on BRIEF programmes

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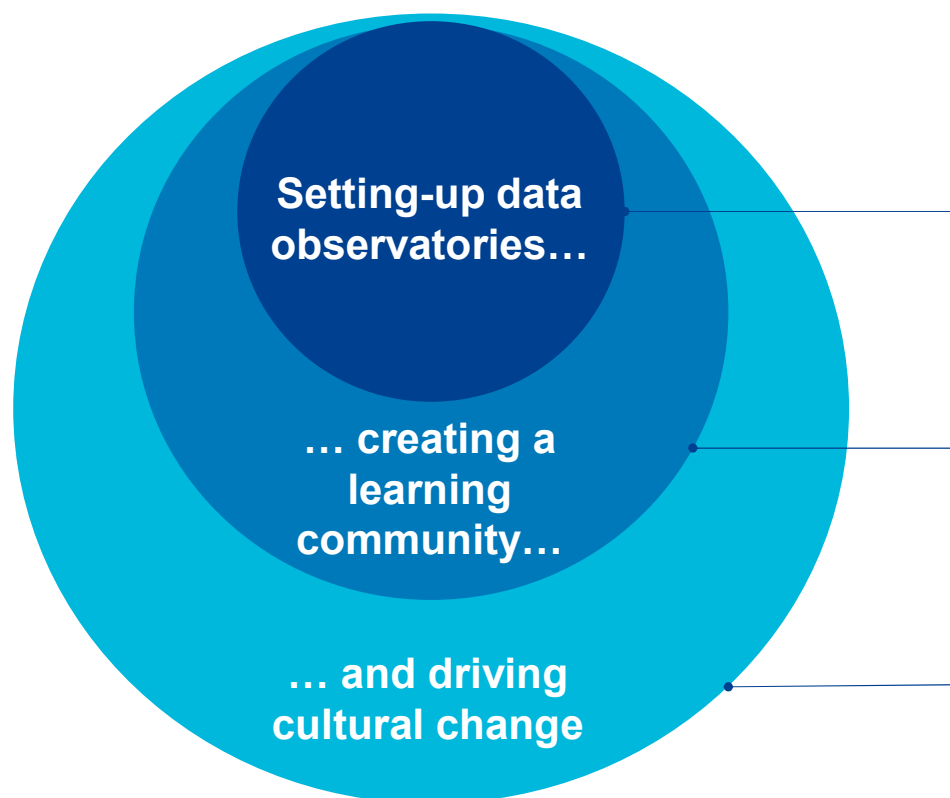


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# H2O IS A REVOLUTIONARY INITIATIVE AIMING TO STRENGTHEN HEALTH CARE IN EUROPE

**H<sub>2</sub>O** | HEALTH OUTCOMES  
OBSERVATORY



Setting-up **patient-centric** pan-European & national observatories with the aim of engaging patients and connecting providers, ultimately equipping different stakeholders with the necessary **data to improve patient care**



Building a community of **patient-centric and outcomes-driven organizations** based on transparency and trust



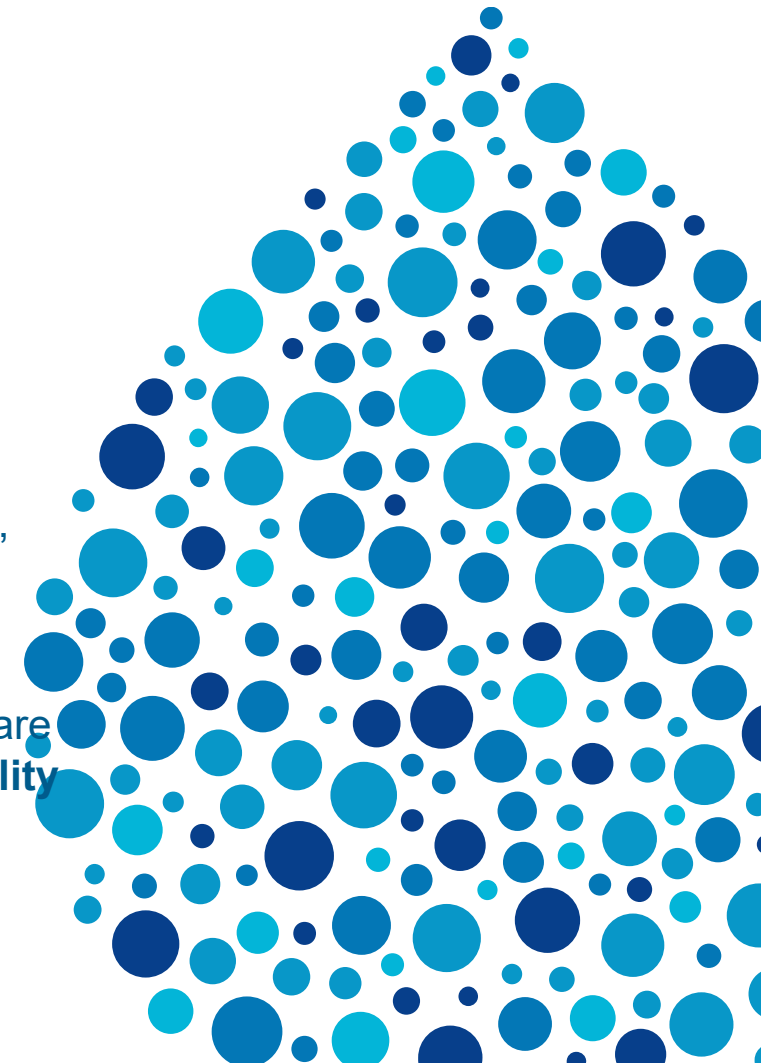
Changing **mindset and behaviors** towards adoption of **value-based health care** and **patient empowerment**



# BENEFITS FOR PATIENTS

H<sub>2</sub>O | HEALTH OUTCOMES  
OBSERVATORY

- ✓ Join and contribute to a community that **empowers and encourages** patients to take better control of their health information and supports data-driven decision making.
- ✓ Track the health measures that impact their care decisions, and better discuss their thoughts and preferences in individual consultations with their physician or other health care professional.
- ✓ Have an integrated view of their health information at hand, enabling them to refer to it during a visit to any health care professional, regardless of the setting.
- ✓ **Benchmarking with other patients:** better understand the general burden of disease, compare how their experience and measures compare to those of other patients with the same condition, and **assess the quality of care** that the patient receives compared to others.
- ✓ Potentially have access to **higher quality of care**, thanks to evidence-based advocacy and decision making





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# Thank you!



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