



# Person Centred-Care For People ; By People

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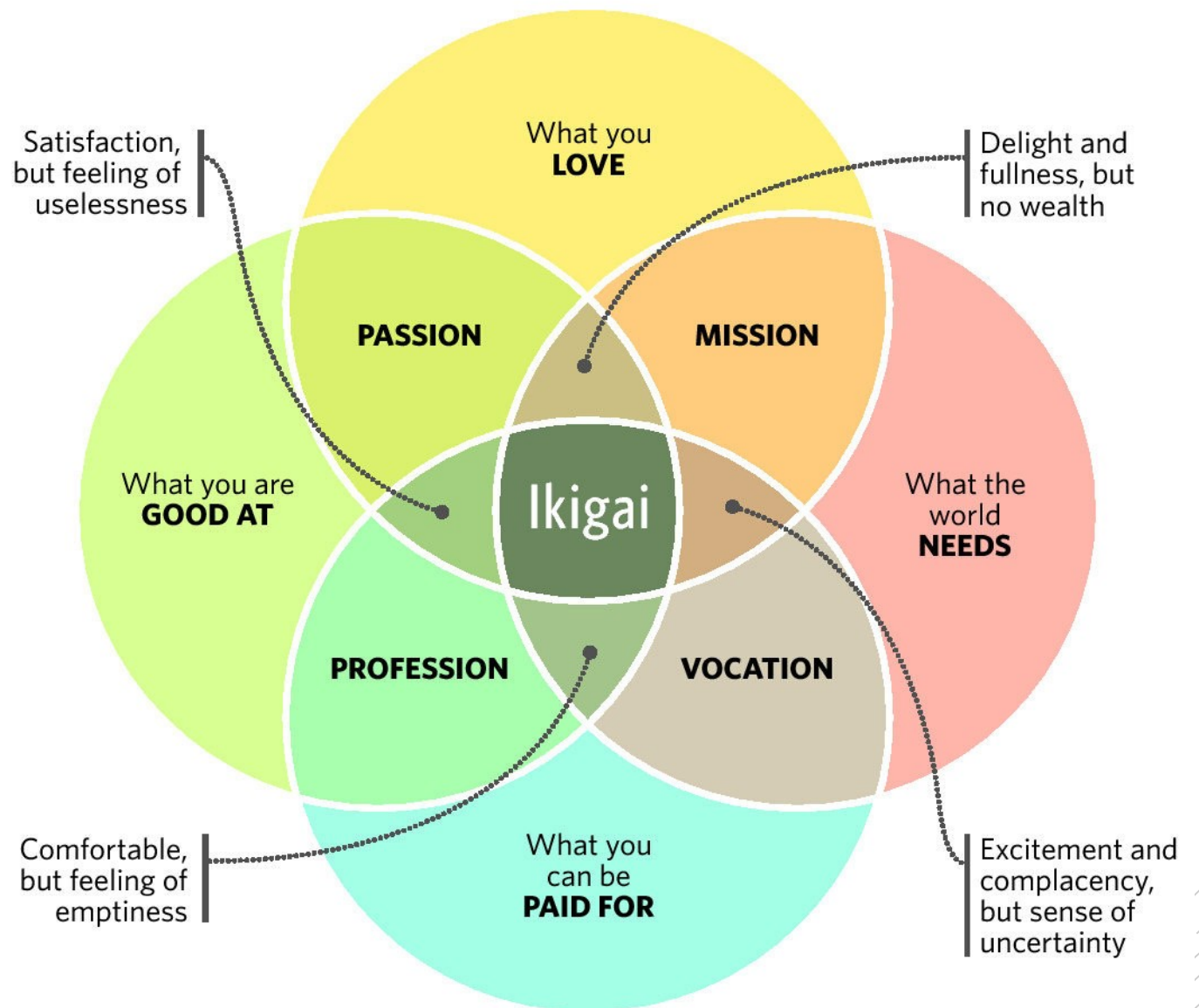
## A Patient Centred Approach to Care

- A way which utilizes the patient using health and social services as equal partners in planning, developing and monitoring care to ensure their needs are met.
- Patients and their families are at the centre of decisions.
- Working alongside professionals to get the best outcome for their recovery.
- An emerging and evolving area: The care, needs and circumstances varies from patient to patient.
- The approach to care for a patient may also change; overtime, the person can change, for better or for worse.

## Why? A Reason for Being

# Ikigai

A JAPANESE CONCEPT MEANING "A REASON FOR BEING"



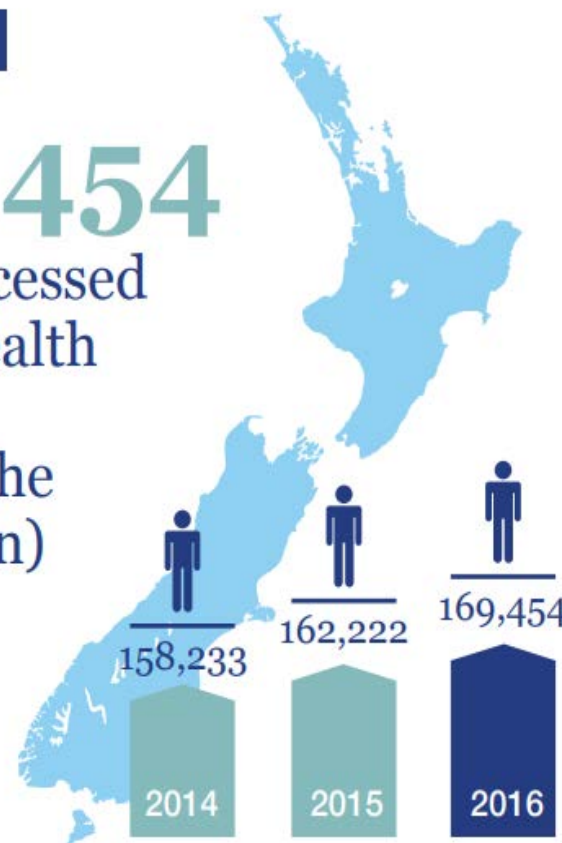
# Clinical Issue

IN 2016...

169,454

people accessed mental health services (3.6% of the population)

SOURCE: PRIMHD



We would recommend their service to family or friends

79%



SOURCE: NATIONAL MENTAL HEALTH CONSUMER SATISFACTION SURVEY 2014/15

## Access



78%  
seen within three weeks



93%  
seen within eight weeks

8% accessed both inpatient and community services

<1% accessed inpatient services only

91% accessed community services only



SOURCE: PRIMHD

## Compulsory assessment and treatment

under the Mental Health Act 1992

10,009 people (5.9% of all service users)



88% received compulsory treatment in the community



25-34 years

more likely than other age groups

SOURCE: MINISTRY OF JUSTICE

Males

more likely than females

## Consultation

with family/whānau occurred 61% of the time<sup>2</sup>



# PECOT Model

The diagram features a blue speech bubble with a dark blue semi-circle on its left side. The text 'PECOT Model' is written in white, bold, sans-serif font inside the bubble. To the right of the bubble, five horizontal bars of increasing width and decreasing height are connected by a vertical line with circular nodes. Each bar contains a definition for a component of the PECOT model: Population, Exposure, Comparison, Outcome, and Time. The bars transition in color from dark blue at the top to purple at the bottom.

**Population:** New Zealanders who are diagnosed with mental health conditions and are under treatment/rehabilitation

**Exposure:** Investigate the effects of person-centred approach which benefits a mental health patient's rehabilitation in a holistic sense.

**Comparison:** Investigate other areas of person-centred approach to care is used and is effective in the rehabilitation of patients.

**Outcome:** Implementation of person-centred care to aid and benefit the patient in their recovery

**Time:** The rehabilitation of a mental health patient varies for each patient. There is no set time frame.

## Evidence Based Discussion

### Problems Identified by Mexican-Americans

- Cultural sensitivity
- Stigma
- Health seeking behaviours
- Family-centred approach.
- Experience/expectations of patient
- Health promotion and wellness
- Patient as a person
- Power and responsibility

- Language Barrier
- Continuity of care,
- Interpersonal care
- Access to care
- Patient-centred
- Cultural competency
- Health seeking behaviours

### Problems Identified by Researchers

- Socioeconomic status
- Social support networks
- Education



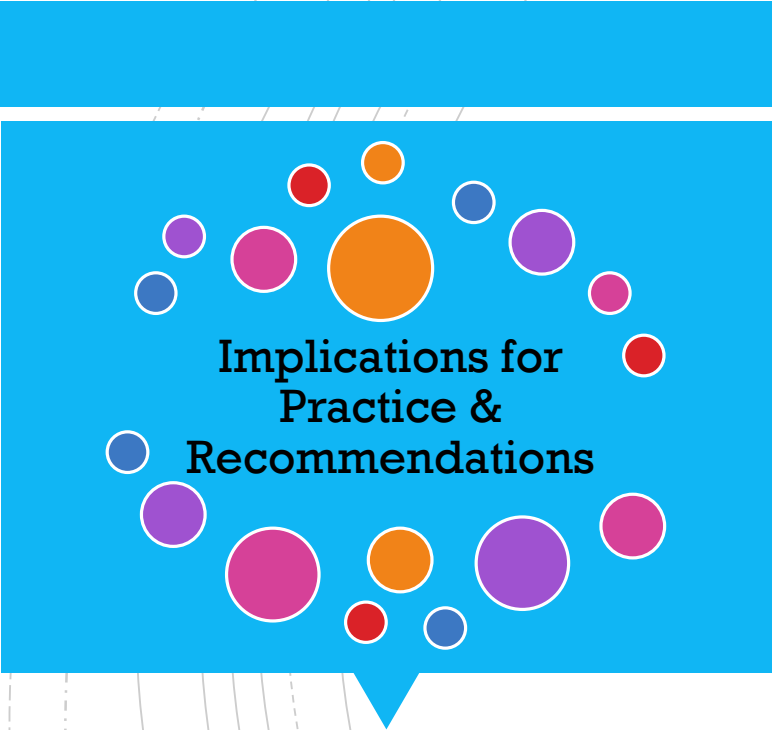


### Implications for Practice

- Patient-centred care can be used to aid the rehabilitation of a mental health patient,
- Also aiding lifestyle changes of a patient with a chronic condition such as Arthritis, COPD, Diabetes, Cardiovascular disease etc.
- Person-centred care can be used to investigate the problems as to why a certain demographic has worsened health - inequities for Maori & Pasifika.
- Healthcare providers working in unison with the patients who need it the most is the key in managing the health problem.
- Consider emotional support from yourself (as a healthcare provider), friends, family and other health care providers – emotional support may be for different patients than others
- Emotional support may evoke patient motivation and follow-through more involvement in the technical aspects of their treatment.

## The Concept of Person-Centred Care Has Five Key Dimensions:

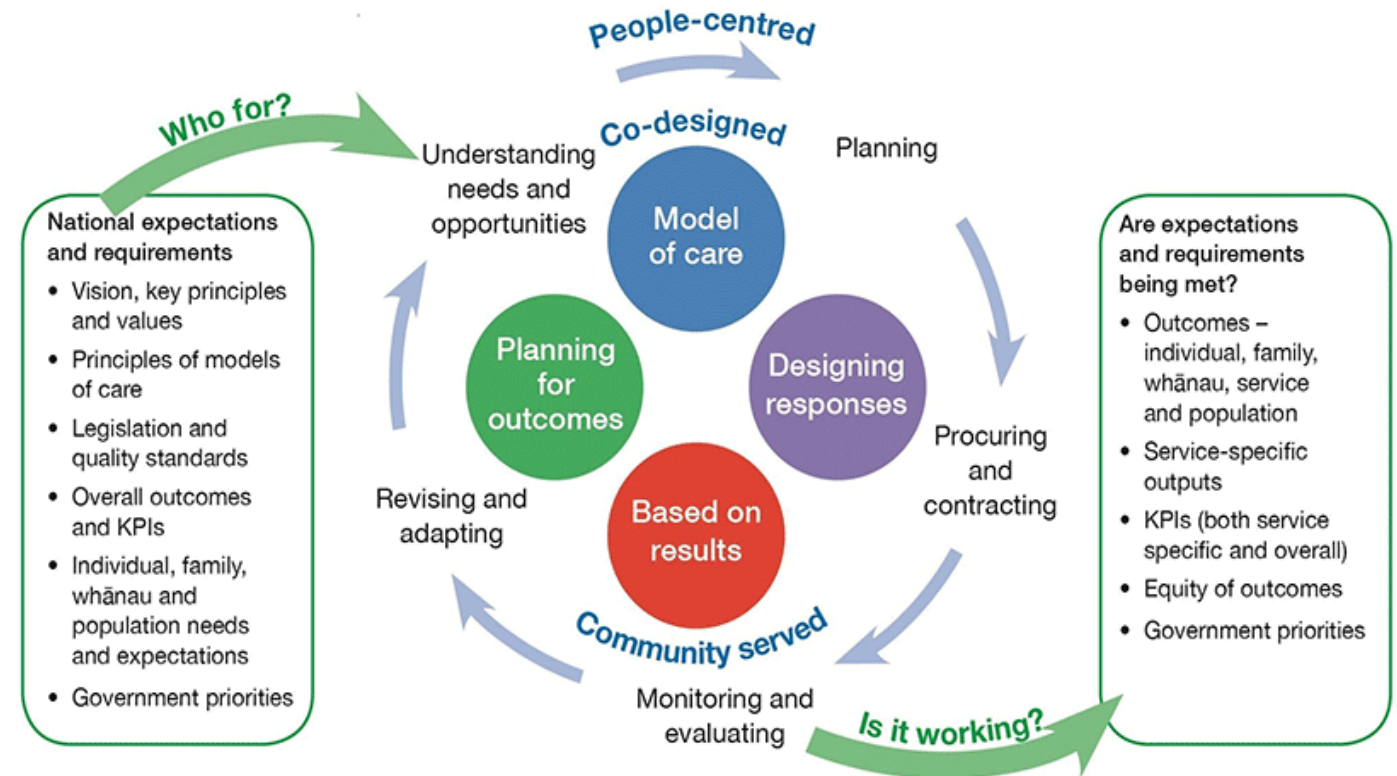
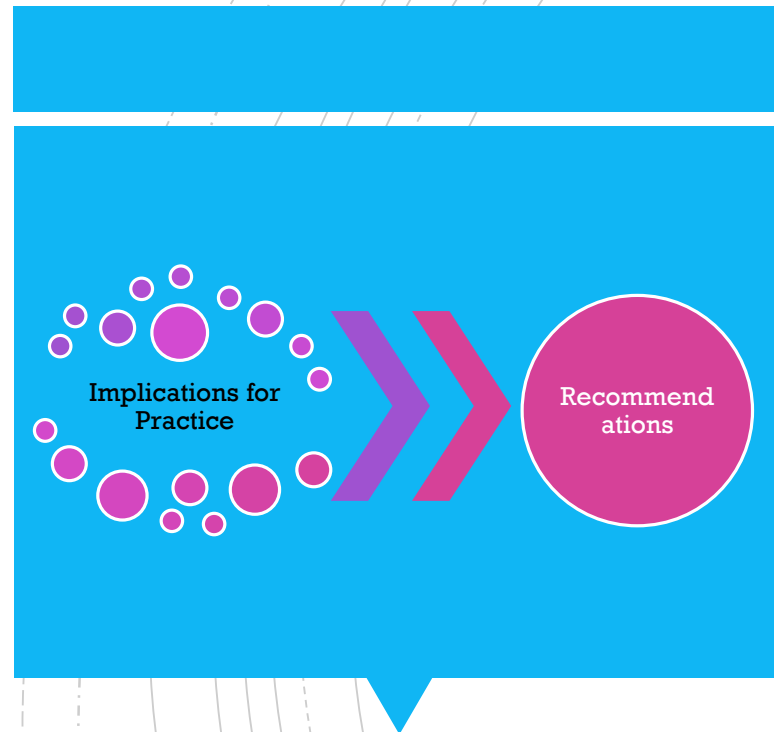
- 1.) Bio-psychosocial perspective: meaning that in a situation complex phenomena or events are attributed to multiple causes.
- 2.) An acknowledgement of the patient as a person
- 3.) Understanding the implication of the illness in relation to the patient: how this will affect the patient (e.g.in their daily living, habits, recreation etc.), now and in the future.
- 4.) Sharing power and responsibility: sensitivity to patients' preferences for shared decision-making.
- 5.) Development of a therapeutic alliance: healthcare providers working in unison with the person, rather than a 'controller'.



Implications for  
Practice &  
Recommendations



- Viewing person-centred care as a systematic cycle-like protocol:



Note: KPIs = key performance indicators



## Recommendations

1

- In practice, patient-centred care therefore means a change in the style of interaction between patient and healthcare provider should change from a traditionally 'authoritarian' style, to more of a shared decision-making and stressing empowerment of the patient.
- At the heart of this lies the idea of striving to understand the 'whole person'. By listening to what the patient says and following up key cues that indicate what the nature of their problems might be. Especially in mental health where responding empathically to patients' distress, the health professional seeks to communicate through a patient-centred care.

2

- Which leads into a wider scale approach to mental health for New Zealand. This is that person-centred services should be offered for people by having a say in how they are delivered through patient surveys and patient and public involvement in planning.

3

- Which in turn, leads to a rise in quality and safety of healthcare, costs decrease, and provider care and practice improves, which reciprocates enhanced patient care experience.

4

- Not only that with a more efficient healthcare service for patients, it can bring about more positive outcomes from a wider scale such as lessening the costs of healthcare for the government and in turn, for the people. funding for mental health has cost the NZ government. \$1.4 billion in 2015/16

# Conclusion

The implementation of person-centred care should be available for all areas of healthcare and for all people.

We can provide a more efficient, affordable and effective delivery of healthcare.

Because it's in accordance with the patient's best interest and In unison with their healthcare provider, they can identify areas which addresses the health problem

Implementation of a more person-centred approach to care will benefit the well-being and health of a patient.

# Digital Presentations

I have chosen to present my clinical issue in a digital presentation format. Powerpoint presentation is an effective presentation and learning tool. A digital presentation the most familiar and accessible medium of presenting to a group of people. PowerPoints stimulate visual senses at a higher rate as it can be altered in numerous ways to stimulate people's attention visually. According to Smith (2016) from the University of Central Florida, there are multiple benefits in using PowerPoint. These include: engagement of people's different learning styles, increased visual impact, providing annotations, highlighting and much more. In addition, the University of Oregon (n.d.) states that 65% of the population prefers visual tools when learning, followed by being thought in an auditory manner at 35% and five percent prefer a kinaesthetic approach. PowerPoints also provide a visual aid for people to focus on and absorb information. With the use of imagery, succinct bullet points, spacing and a minimalistic approach of presenting slides the oral content delivery and discussion for each point can be discussed in greater depth by the presenter. At the same time, listeners will not be too occupied on reading the slides as it's not text heavy, rather, it is image heavy, which can lead to better attention from the listeners.

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