Patient-Centered Care: What’s In It For You?

Chris Sarfaty MSW
Britt-Mari Banck RN
Patrik Blomqvist, Patient Supporter
Richard Gibney MD

Wednesday, Dec. 9, 2015
Session D23 9:30-10:45
Session E23 11:15-12:30

#IHI27FORUM
Session Objectives

- Identify methods to engage patients and staff in patient-centered collaborative care approaches.

- Perform a role play involving a patient-centered Learning Cafe model.

- Demonstrate inter-professional collaboration and emphasis on patient sovereignty.
Interprofessional SW, MD, RN, Patient Methods of Patient-Centered Collaborative Care

- **Britt Mari-Banck RN** – Together We Are Experts
  Jonkoping, Sweden

- **Richard Gibney MD** – Patient-Empowered Dialysis Model
  Texas

- **Chris Sarfaty MSW** – Patient-Centered Menu Tool
  Massachusetts

- **Patrik Blomqvist** – My Story
  Jonkoping, Sweden - Learning Cafe Model

- Learning Café Role Play
Britt-Mari Banck - Sweden

- Reg. Nurse and Deputy Chief Nurse at the Dialysis Unit in Jonkoping
- Dialysis nursing experience for more than 25 years
- Developed an unique learning model together with patients
Finding Commonality

- Introduction with patient gowns....
- We, All, are patients.
- Remembering that “US” and “THEM” is a division that can separate us from our empathy.
- It can separate them (and us) from patients’ expertise on themselves.
Together, We are experts!

Attitude

Courage

Trust

I participate in the goals that we commonly work with

I´m listening

I´m open to the needs of others

I show respect for others

“Tell me and I forget, Teach me and I will remember, Involve me and I learn.”

Benjamin Franklin

Person-centered care all the time

Do you dare to let go of control?
Richard Gibney MD - Texas

- Patient-Empowered Independent Dialysis Model
- Central Texas Nephrology Associates
Radical Change from Hunker Down Dialysis
(boredom, helplessness, depression)

TO:

60% Empowered Independent
30% Home
10% Nocturnal

(Control, Freedom, Independence, Hope, Optimism, Confidence)

Urgent: Only Way to Dramatically Reduce Hospitalizations & Mortality
WACO METRO
PATIENT CENTERED, EMPOWERED CARE
VS
HUNKER DOWN (TRADITIONAL IN-CENTER)

NORTH & SOUTH
DEATHS & HOSPITALIZATIONS
Jan - Oct 2015

<table>
<thead>
<tr>
<th></th>
<th>Total Deaths</th>
<th>Total Hospitalizations</th>
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<tbody>
<tr>
<td>All Totals</td>
<td>733</td>
<td>73</td>
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<tr>
<td>Hunker Down Totals</td>
<td>575</td>
<td>69</td>
</tr>
<tr>
<td>All Totals</td>
<td>733</td>
<td>73</td>
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<table>
<thead>
<tr>
<th>Patient Census</th>
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<tbody>
<tr>
<td>Nocturnal</td>
<td>13</td>
<td>0</td>
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<tr>
<td>Home</td>
<td>53</td>
<td>1</td>
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<tr>
<td>Empowered In-center</td>
<td>92</td>
<td>3</td>
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<tr>
<td>Totals</td>
<td>158</td>
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<tr>
<td>Hunker Down</td>
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<tr>
<td>Deaths</td>
<td>575</td>
<td>69</td>
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<tr>
<td>Hospitalizations</td>
<td>897</td>
<td></td>
</tr>
<tr>
<td>All Totals</td>
<td>733</td>
<td>73</td>
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</table>
NORTH CKD OUTPATIENT
PATIENT CENTERED, EMPOWERED CARE

VS

PATIENT DECLINE PREPARATION FOR DIALYSIS
HUNKER DOWN

DEATHS & HOSPITALIZATIONS
Jan - Oct 2015

<table>
<thead>
<tr>
<th></th>
<th>Total Deaths</th>
<th>Total Hospitalizations</th>
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<tbody>
<tr>
<td><strong>Nocturnal</strong></td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td><strong>Home</strong></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td><strong>Empowered In-center</strong></td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>23</td>
<td>4</td>
</tr>
<tr>
<td><strong>Hunker Down Totals</strong></td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td><strong>All Totals</strong></td>
<td>36</td>
<td>11</td>
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</table>
“THANK YOU”

YOU ARE SIMPLY THE BEST!
Chris Sarfaty MSW, LICSW

- Using a Menu Tool to enable Patient-Centered Collaborative Care

- Patient-Centered Collaborative Care Coaching for Health Professionals

- Western Massachusetts
**MENU of things that might be on your mind...**

Rate the **Importance** and your **Confidence** (Health Behavior Change, Miller, Rollnick, Butler), and **Change Readiness** (Prochaska, DiClemente)

<table>
<thead>
<tr>
<th>Things on Your Mind</th>
<th>How important is this to you? (1-5)*</th>
<th>How confident are you that change could occur? (1-5)*</th>
<th>Barriers to improvement – what is likely to get in the way? Or, What would need to happen to help you to make this change?</th>
</tr>
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<tbody>
<tr>
<td>medical concerns</td>
<td></td>
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<tr>
<td>physical discomfort and symptoms</td>
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<tr>
<td>questions about medications (i.e. how they make me feel, problems with taking them)</td>
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<tr>
<td>working with my doctor, nurse, coordinator, other</td>
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<tr>
<td>problems arriving to medical appointments</td>
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<tr>
<td>effects on my life from my health issues</td>
<td></td>
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<tr>
<td>sleeping relating concerns</td>
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<tr>
<td>coping at home with my health issues</td>
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<tr>
<td>health and family related issues/friends</td>
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<tr>
<td>feelings (for example, feeling nervous, feeling down)</td>
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<tr>
<td>health and intimacy/sexuality/reproduction</td>
<td></td>
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<tr>
<td>health and exercise, hobbies, recreation</td>
<td></td>
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<tr>
<td>my health and my spirituality/religion</td>
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<td>other</td>
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**Sentence Completion option:**
What’s bothering me is........... I want to be able to......... I want to learn more about......... Does anybody else ever...........
Stages of Change

Precontemplation – I do not see need to change

Contemplation – I might need to change

Preparation – I am planning to change

Action – I am making a change

Maintenance – Efforts to reinforce my change

Prochaska & DiClemente, 1998
Patrik Blomqvist- Patient Supporter

My Story - 30 Years of My Life
From Patient to Patient-Supporter

Sweden
From patient to patientsupporter
Type 1 Diabetes

World Diabetes Day
14 November

International Diabetes Federation
Hjälpa och stödja patienter
I can't promise to solve all your problems,
But I'll promise you won't have to face them alone.

Region Jönköpings län
...Å DA HAR ALLTSÅ DIABETES, DU ÄR BLIND, DINA BEN ÄR AMPUTERADE, DU ÄR MEDELLÖS, HEMLÖS, ARBETSlös OCH NU HAR DU FÅTT TIOCKTARAS-CANCER - VAD ÄR DET SVÄRASTE I DIN TILLVARO, BLOMGREN?

HELT KLART ATT FÅ TAG PÅ FRUNTIMMER!

www.bonton.se
Jag räcker personen vara delaktig i vård och behandling.

Jag vill vara delaktig och mötas som en jämlig person.
Thank you for listening
Patrik Blomqvist- Patient Supporter

Learning Café Model
Learning Café

This is the way to learn
Patient needs knowledge but more important is to be able to ask questions and to reflect on your own condition and to find the answers on your own.
Needs:

Altered patient role with greater involvement and influence in the choice of healthcare

Medical equipment at homes that require more knowledge of the patient and family

Manage the flow of information - GOOGLE - what information can I trust? (Pregnant 18,500,000 hits, breastfeeding 2,110,000 hits)

Shorter length of stay means that the patients need to manage their everyday lives more quickly

Information that is good, reliable and easy to understand
Purpose:

Emphasizing “the healthy” and focusing on opportunities.

Managing everyday life and creating the conditions for security through increased self-reliance.

Create network where the exchange of experience and learning can be based on participants' questions.

Build your own knowledge bank where you know how to seek adequate information about your health and disease.
Patients and their families should receive support and help in making independent choices.

"It's not so much about how we have it, it's about how we take it"

"Happy are those who do not grieve for what they lack, but are pleased with what they have"

Democritus
INVITATION

Lärcafé är en hälso pedagogisk modell som bygger på att man har person med egen erfarenhet av diagnos eller besvär i gruppen, som kan ge tips och råd om hur vardagsproblem kan lösas.

Du har möjlighet att ställa dina frågor till olika yrkeskategorier som läkare, kurator, sjukgymnast, sjuksköterska och dietist mfl.

Vi träffas Onsdagar: 2/9, 30/9, 21/10 och 18/11-2015 Kl 15:00-17:30 Plats: Dialy paviljongen.

Frågor jag vill ha besvarede:

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Är du intresserad? Hör av dig senast 2015-08-10 till Nasrin eller Patrik 036-322196/036-325189 eller lämna anmälningsblanketten till dialy personalen.

Välkommen!
## Schedule

<table>
<thead>
<tr>
<th>Before: Learning café 1</th>
<th>Prepare which questions you want to ask.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• Participants introduce themselves.</td>
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<td></td>
<td>• Rules.</td>
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<td></td>
<td>• Expectations.</td>
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<tr>
<td></td>
<td>• Coffee (Fika)</td>
</tr>
<tr>
<td></td>
<td>• Which questions do you want to ask.</td>
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<tr>
<td></td>
<td>• Divide questions into different groups after, how can answer this question.</td>
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<tr>
<td></td>
<td>• Todays saying</td>
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<tbody>
<tr>
<td></td>
<td>• Draw through the prior notes.</td>
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<tr>
<td></td>
<td>• Invited speaker will answer questions.</td>
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<tr>
<td></td>
<td>• Coffee (Fika)</td>
</tr>
<tr>
<td></td>
<td>• Discuss solutions to everyday problems</td>
</tr>
<tr>
<td></td>
<td>• Todays saying</td>
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<table>
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<tr>
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<tr>
<td>Time...........</td>
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<td>Date....................</td>
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<tr>
<td>Time...........</td>
<td>Time...........</td>
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</tbody>
</table>

- Draw through the prior notes.
- Invited speaker will answer questions.
- Coffee.
- Follow up expectations.
- Summary
- Todays saying
PICTURES TO THE PATIENTS/RELATIVES FOR AN EASIER PRESENTATION
20-30 pictures to choose from.
THE END of the first meeting.

• Questions to think about until next time we meet.
• How do I solve a problem?
• Tips and Trix?
• More questions to the Doctor??

Thank you for coming, see you next time!
coffee)FIKA!!!!
Learningcafé set-up

we meet 2.5 hours 4-5 times
(1 meeting per month)

The content is supported by the group's need’s Everyday experiences are discussed

The staff answers questions

Coffee (fika)

Café sheet after each learningcafé
Learning Cafe Role Play

• 6 Volunteers from the audience.
• Play the patient role.
• Ask the important questions. “What do I want to know”.
• Write down on the whiteboard.
• Divide into different categories “Who can answer this question”
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