

# Have we become so good at treatment that we have forgotten how to care?

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*“The words ‘patient-centredness’ are verbal analgesics, but they mask real pain...”*

*Berwick (2009)*

# My lens on patient centredness



- Doctor
- Health executive
- Patient
- Parent
- Sibling
- Son

All that is wrong with the system...

Norma...

# But hang on a minute...

- Aren't we forgetting something – what about the good stuff?
  - Life expectancy
  - Universal healthcare
  - Affluence
  - Lucky country
  - A fair go

# A recent experience as a parent

# My experience as a rural doctor



# So what do we want out of our healthcare system?

It's a bit like modern life really –

We want it all...  
and we want it now!

# The Affluenza epidemic

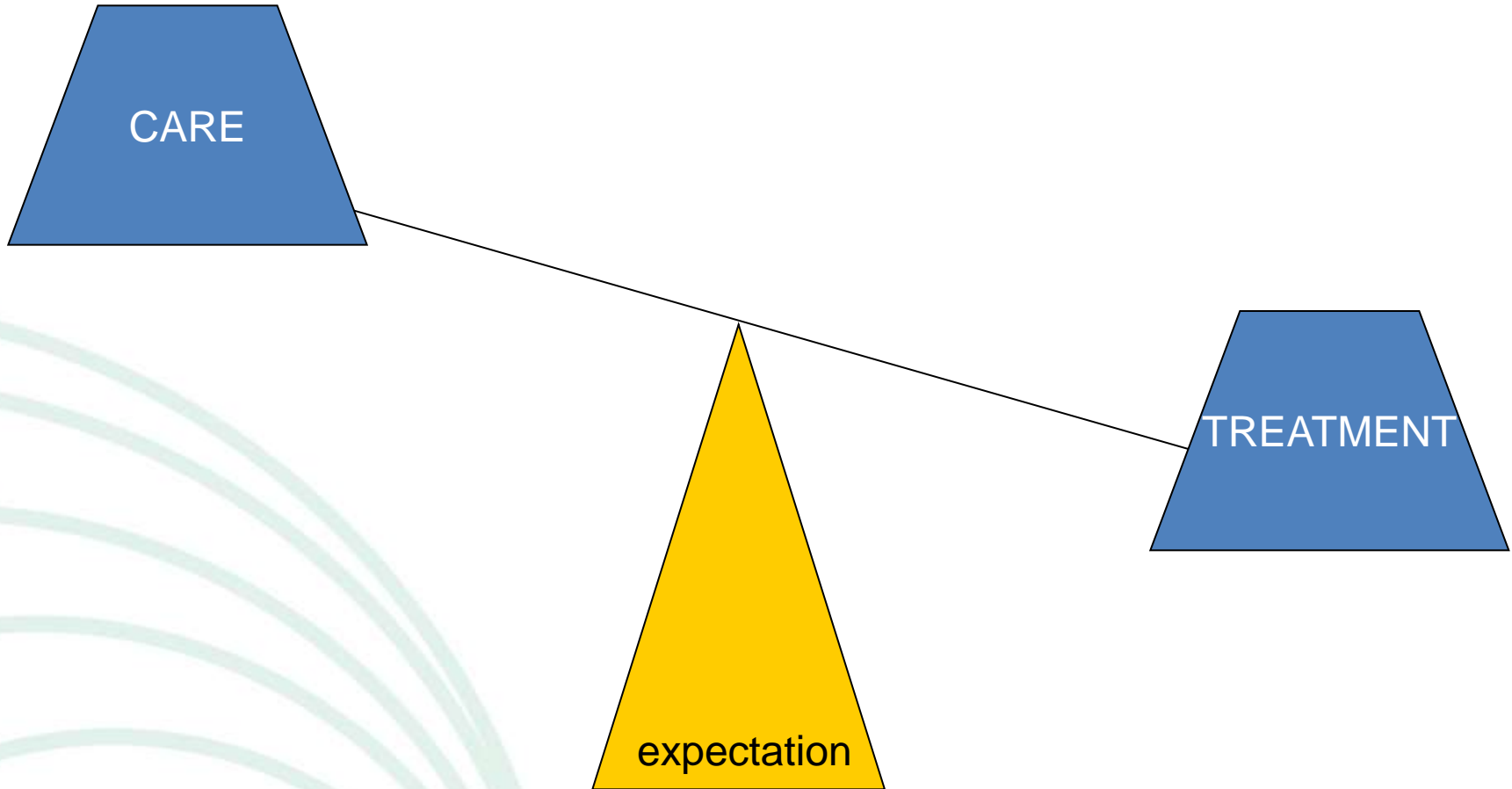
We have more of everything than ever before  
and yet...we are more miserable than ever



# What is patient centred care?

- One of six IOM domains of quality
- Picker Institute 8 dimensions of care “nothing about me without me”
- Providing the care the patient needs (wants?) in the manner the patient desires at the time the patient desires (IOM 2001)

# Is it a trade off?



Have we become a disease treatment  
system rather than a healthcare  
system?

# What do patients experience?

## Percentage of Sicker Adults Reporting Gaps in Physician Communication, International Comparison, 2005

<i>Key: Lower rates are better (gold = best and red = worst country performance)</i>	<b>AUS</b>	<b>CAN</b>	<b>GER</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>Regular doctor did not always discuss care and treatment choices and ask for patient's opinion</b>	<b>46</b>	<b>40</b>	<b>42</b>	<b>37</b>	<b>50</b>	<b>50</b>
<b>Regular doctor did not always make clear the specific goals for care or treatment</b>	<b>21</b>	<b>22</b>	<b>22</b>	<b>16</b>	<b>27</b>	<b>27</b>
<b>Regular doctor did not always give clear instructions about symptoms to watch for and when to seek further care or treatment</b>	<b>19</b>	<b>24</b>	<b>21</b>	<b>16</b>	<b>27</b>	<b>28</b>
<b>Patient left a doctor's appointment without getting important questions answered (in past 2 years)</b>	<b>20</b>	<b>21</b>	<b>17</b>	<b>17</b>	<b>15</b>	<b>24</b>

Data: 2005 Commonwealth Fund International Health Policy Survey (Schoen, C. et al. 2005. *Health Affairs* Web Exclusive W5-509-25). AUS = Australia; CAN = Canada; GER = Germany; NZ = New Zealand; UK = United Kingdom; US = United States. Sicker adults have a high incidence of chronic disease and recent intensive use of health care.



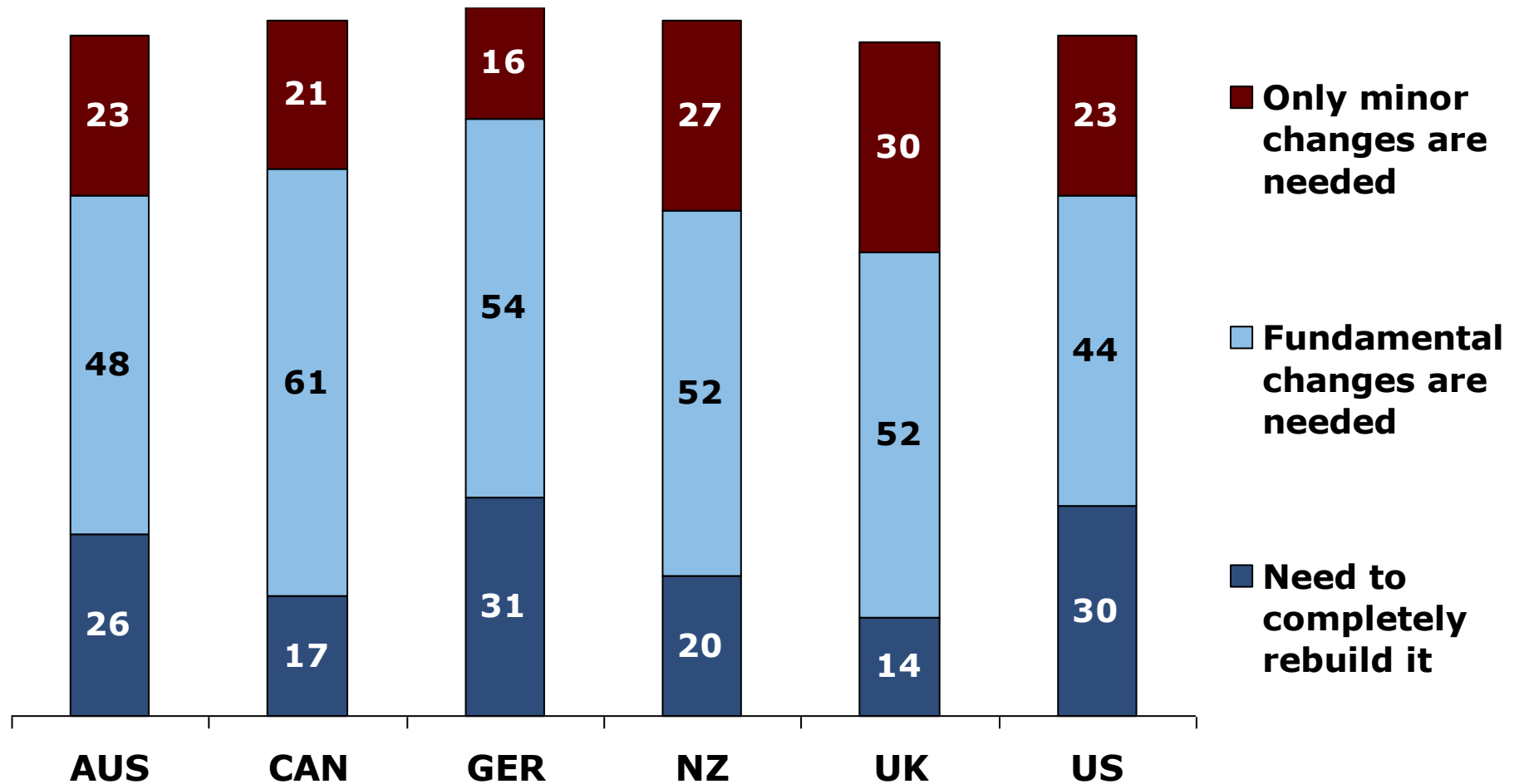
## Percentage of Sicker Adults Reporting Gaps in Hospital Care (Among Those Hospitalized in the Past Two Years) International Comparison, 2005

<i>Lower rates are better (except as noted) Gold = best and red = worst performance</i>	<b>AUS</b>	<b>CAN</b>	<b>GER</b>	<b>NZ</b>	<b>UK</b>	<b>US</b>
<b>No one explained risks of hospital treatment or procedure in a way the patient could understand</b>	<b>18</b>	<b>21</b>	<b>12</b>	<b>17</b>	<b>16</b>	<b>14</b>
<b>Doctors/nurses failed to communicate important information about patient's care to each other</b>	<b>16</b>	<b>13</b>	<b>12</b>	<b>17</b>	<b>17</b>	<b>17</b>
<b>Poor discharge coordination</b> (did not receive clear instructions about symptoms to watch for; did not know whom to contact for questions about treatment; and/or hospital did not arrange for follow-up)	<b>36</b>	<b>41</b>	<b>60</b>	<b>33</b>	<b>37</b>	<b>33</b>
<b>Hospital staff did everything they could to control pain</b> ( <i>higher rates are better</i> )	<b>82</b>	<b>79</b>	<b>81</b>	<b>76</b>	<b>77</b>	<b>74</b>

Data: 2005 Commonwealth Fund International Health Policy Survey (Schoen, C. et al. 2005. *Health Affairs* Web Exclusive W5-509-25). AUS = Australia; CAN = Canada; GER = Germany; NZ = New Zealand; UK = United Kingdom; US = United States. Sicker adults have a high incidence of chronic disease and recent intensive use of health care.






# Views on the Need for Health System Reform: Percentage of Sicker Adults, International Comparison, 2005



Data: 2005 Commonwealth Fund International Health Policy Survey (Schoen, C. et al. 2005. *Health Affairs* Web Exclusive W5-509-25). AUS = Australia; CAN = Canada; GER = Germany; NZ = New Zealand; UK = United Kingdom; US = United States. Columns do not add to 100 because of rounding or nonresponse.

## Exhibit ES-1. Overall Ranking

Country Rankings	
	1.00–2.33
	2.34–4.66
	4.67–7.00



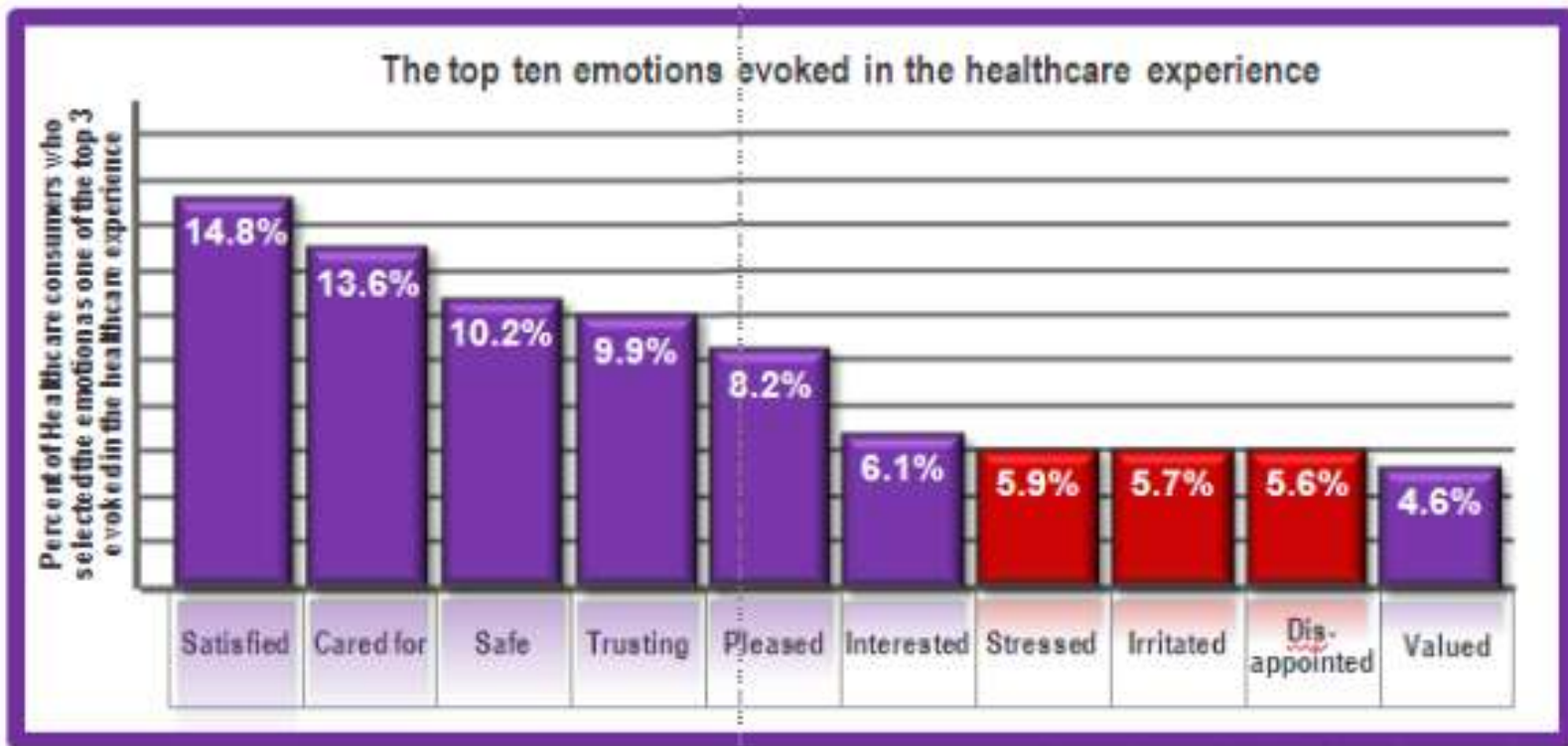
AUS      CAN      GER      NETH      NZ      UK      US

OVERALL RANKING (2010)	3	6	4	1	5	2	7
Quality Care	4	7	5	2	1	3	6
Effective Care	2	7	6	3	5	1	4
Safe Care	6	5	3	1	4	2	7
Coordinated Care	4	5	7	2	1	3	6
Patient-Centered Care	2	5	3	6	1	7	4
Access	6.5	5	3	1	4	2	6.5
Cost-Related Problem	6	3.5	3.5	2	5	1	7
Timeliness of Care	6	7	2	1	3	4	5
Efficiency	2	6	5	3	4	1	7
Equity	4	5	3	1	6	2	7
Long, Healthy, Productive Lives	1	2	3	4	5	6	7
Health Expenditures/Capita, 2007	\$3,357	\$3,895	\$3,588	\$3,837*	\$2,454	\$2,992	\$7,290

Note: \* Estimate. Expenditures shown in \$US PPP (purchasing power parity).

Source: Calculated by The Commonwealth Fund based on 2007 International Health Policy Survey; 2008 International Health Policy Survey of Sicker Adults; 2009 International Health Policy Survey of Primary Care Physicians; Commonwealth Fund Commission on a High Performance Health System National Scorecard; and Organization for Economic Cooperation and Development, *OECD Health Data, 2009* (Paris: OECD, Nov. 2009).





<http://www.beyondphilosophy.com>

# A major risk with pursuing Patient Centred Care

It will be seen as a noun rather than a verb

Can we really become more patient centred without radical change to our beliefs and professional culture?

# What do HCWs believe about PCC?

- Paradigm of quality technical
  - overuse/underuse/misuse
- Two camps
  - Radical consumerism (*customer is always right*)
  - Classic professionalism (*patients cant be trusted to make decisions in their and societies best interests*)



Berwick (2009), Hibbert et al (2010)

# What is our purpose as healthcare providers?

- To treat or to heal?

Open Disclosure story...

# Empathic communication skills

A key intervention that can awaken insights and change beliefs

# Empathy is the key

- The art of healing
- Powerful empathic communication skills that can be taught
- Current cause of much poor patient experience
- And are not being taught or modelled now
  - Reflexive listening techniques
  - Re-framing

# “Golden opportunities”

# Our job

- The (relatively) easy bit – doing the rational stuff – organising care more around patients and managing the trade offs
- The (really really) hard bit – changing our beliefs, the beliefs of those around us, and letting them see a better place – for themselves and for the people they treat care for...

# Key messages

- We are lucky! We live in a rich and peaceful country, live long and healthy lives and have universal healthcare
- Treatment, no matter how excellent, is not care. We have been so busy treating, we have forgotten how to care
- Really changing community trust and experience will not be achieved by re-organising healthcare – it requires a change in our beliefs
- Empathic communication skills are a cornerstone of this change