

PATIENT EMPOWERMENT – A RIGHT, A DUTY OR A RESPONSIBILITY?

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LEARNING OBJECTIVES

- To identify different motives behind the concept of patient empowerment
- To estimate preferences of patients
- To appreciate the different roles of players involved for the implementation of patient empowerment
- To identify some ethical challenges which might accompany patient empowerment

CONTENT

Goals and benefits

Evidence

- preferences of patients
- empowerment potential

Different roles

Challenges

Personal conclusion

GOALS AND BENEFITS

- Patient
- Doctor
- Payer / system / stakeholder

PATIENTS GOALS

- to be informed
- to understand
- to know
- to be able to reach informed decisions
- to share decisions
- to take responsibility
- to be more independent
- to exercise power?
- to pick up a legal right?

DOCTORS GOALS

- To learn about patients' preferences
- To share responsibility
- To withdraw from responsibility?
- To improve pat-doc relationship
- To improve adherence/compliance
- To improve health outcome

PAYERS GOALS

- to involve patients
- to increase awareness (disease, consequences, costs,...)
- to delegate aspects of care
- to increase self-care
- to increase self responsibility
- To increase compliance
- to improve health outcome
- to reduce costs !

PATIENTS PREFERENCES

- Survey: 23% decide after consultation
51% share decision
26% prefer doctors decision
- Preferences vary: age, sex, clinical problem, health status, culture

Coulter 2003

EMPOWERMENT POTENTIAL

- Interdisciplinary study
- Aim: to identify characteristics of case-management and its empowerment-potential
- methods: review of 8 different case management programs
development and use of a standardized assessment instrument

- Results:

characteristics / type:

content of CM

actors

needs

access

empowerment potential:

information centered

Provider centered

Disease centered

Patient centered

- **Conclusion:**

- assessment tool suitable for comparisons
- Empowerment –very little assessment, only assumed
- Empowerment potential best in patient centered programs
- Empowerment most efficient on a voluntary basis

ROLE OF PAYER

- Room for improvement ?
- Define the goals
 - identify activities
 - define the roles of patient / doc
 - define capacity
- Legal situation – patients rights ?
- Availability of choices / options (equity ?)
- access to information? (asymmetry ?)
- Provide decision aids (EBM !)
- Provide incentives for patients and doctors
- Translate evidence into practice

ROLE OF DOCTORS

- Accept their changing role
- Provide a facilitating environment
- Learn the skills and take the time to do so (assessment of preferences)
- Provide evidence and feedback

ROLE OF PATIENTS

- accept their changing role
- be active
- become competent
- exercise power

OPEN QUESTIONS

- Mismatches: overinvolvement
underinvolvement
- How to handle discontinuation ?
- Expert patients – demanding patients ?
- Violation of ethical principles ?
 - confidence, social justice, equity
- Did it evolve or was it introduced ?
- Health outcome – evidence ?

PATIENT EMPOWERMENT

- Concept to increase quality of care
- A decision and responsibility of the payer
- A right of the patient
- A duty of the doctor to offer / figure out
- If accepted by patient, it becomes his / her responsibility
- Patient may need continuous support
- Ideally, patient, doctors and payer should benefit
- How much for which patient ?
- evaluation and assessment should be mandatory