



Kris English

Doctor Knows Best?

- Kris is a retired Professor of Audiology, from the US, who has spent much of her life persuading audiologists to use person centred care and to develop counselling skills!

“Doctor Knows Best??”

Introduction to Person- and Family-Centered Care



Person-Centered Care: Historical Roots

- Evolved from rejection of “medical paternalism”
- Before 1950’s in Western medicine, clinician was sole decision-maker
 - Patients were expected to comply unquestioningly
- Patients began to reject this model of care
 - Formalized their rights in a wide range of position statements

Patient Rights: Based on "United Nation Universal Declaration of Human Rights" (1948)



THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

UDHR is a declaration adopted by the United Nations General Assembly on 10 December 1948 at Palais de Chaillot, Paris.



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Advancing Patient-Centeredness

March 2001

INSTITUTE OF MEDICINE

Shaping the Future for Health

CROSSING THE QUALITY CHASM: A NEW HEALTH SYSTEM FOR THE 21ST CENTURY

The U.S. health care delivery system does not provide consistent, high-quality medical care to all people. Americans should be able to count on receiving care that meets their needs and is based on the best scientific knowledge--yet there is strong evidence that this frequently is not the case. Health care harms patients too frequently and routinely fails to deliver its potential benefits. Indeed, between the health care that we now have and the health care that we could have lies not just a gap, but a chasm.



Definition: Health Care Goals...

- Safe...
- Effective...
- Patient-Centered: Care that is respectful and responsive to individual pt preferences, needs & values; ensuring pt values guide all clinical decisions
- Timely...
- Efficient...
- Equitable...

Evolution in "Centeredness" (Eklund et al, 2019)

- Goal of Patient-Centered Care
 - Focus on **functional** life
 - As defined by HCP
 - Words/sentences in quiet, noise
 - TV, music at family-preferred levels, etc...



Goal of Person-Centered Care

- Focus on **meaningful** life
 - As defined by CI user
 - Understand whole person
 - Individualized goals that may change over time



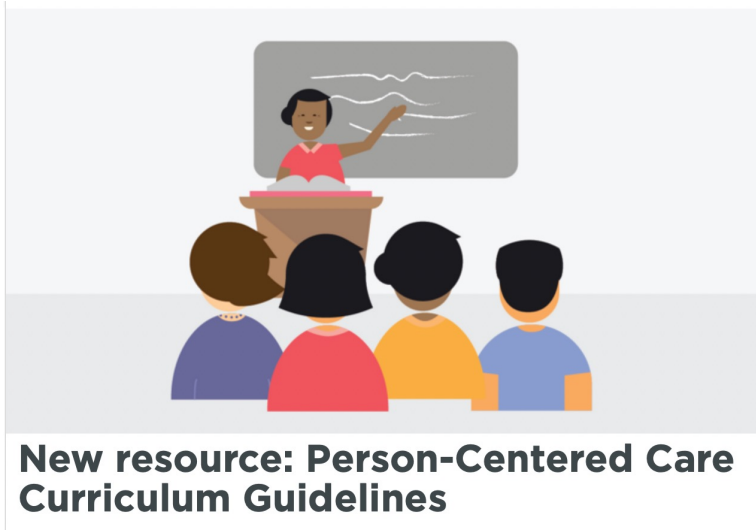
In Other Words:

“Being more focused on the person rather than the task”



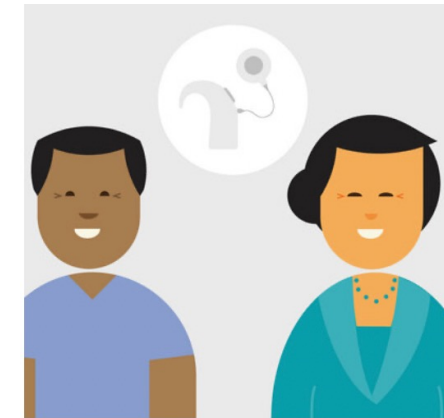
Leader in PCC Development: Ida Institute

- Since 2009, a singular focus on PCC, FCC
- Tools, resources available at no cost: idainstitute.com



HEARING CARE

Parent-directed commentaries during children's hearing habilitation appointments: a practice in family-centred care



Cochlear Implants for Adults

Support cochlear implant patients after switch-on with tools that allow them to articulate their priorities

References

- Ekberg K et al. (2022). Improving the implementation of family-centred care in adult audiology appointments: A feasibility intervention study. *International Journal of Audiology*, DOI:10.1080/14992027.2022.2095536.
- Eklund JH et al. (2019). “Same same or different?” A review of reviews of person-centered and patient-centered care. *Patient Education and Counseling*, 102, 3-11.
- Platt H. (1959). *The welfare of children in hospital*. Ministry of Health Services Council, London.