



GiiC Plus – Patients, Families and Health Care Teams

Engaging Patients in Healthcare Encounters

Ken Wong, GiiC Consultant, RGP of Toronto

Mary-Lou van der Horst, GiiC Consultant, RGP Central

Janice Paul, IGSW Lead, Trellis

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GiiC

geriatrics
interprofessional
interorganizational
collaboration



REGIONAL GERIATRIC
PROGRAM OF TORONTO
Affiliated with the University of Toronto





“Patients are at the centre of collaborative care since they are the very reason behind the interdependency of the professionals.”

(D’Amour and Oandasan , 2004)



Benefits to a Patient Centred Approach

- **increases patient satisfaction**
- **improves patient adherence with therapy (Starfield et al, 1981)**
- **improves patient outcomes (Stewart et al, 2000)**
 - **improved measures in blood pressure and blood sugar**
 - **improved emotional health**
 - **improved general functioning**
- **positive impact on health care utilization costs**
- **greater health provider satisfaction**
- **lowered malpractice claims**

(Brown, 2004)



Highly Complex Clinical Decision Making

- **multiple comorbidities – mix of medical, functional and social problems are brought to the healthcare encounter**
- **81 year old female diagnosed with colon Ca (Gross et al, 2006)**
 - no comorbidities.....life expectancy 13.8 years**
 - 3 comorbidities.....life expectancy 4.9 years**
- **benefits vs harm of different treatment options may differ widely in the context of different patient values, beliefs, and lifestyle preferences**



A Patient Centred Approach

- exploring both the disease and the illness experience
- understanding the whole person
- finding common ground regarding management
- incorporating prevention and health promotion
- enhancing the provider-patient relationship

(Brown et al, 1995)



GiiC Plus Patient and Family Focus Groups

- **people from 3 different cultural groups were recruited**
 - English speaking**
 - Chinese**
 - Punjabi**
- **within each cultural demographic: 1 focus group of older adult patients, and 1 group of families/caregivers**



Need for Information – English Focus Groups

“...do my own research because of the time limitation here...that’s how I’ve become educated, through interacting with other people, the website, and information sharing.”

“Sometimes you don’t hear it, or there’s too much information, or you don’t understand the word, but if you saw it on a piece of paper you could go and look it up.”



Need for Information – Chinese and Punjabi Groups

language barrier and lack of interpreters

“Providing a test result sheet lets patient understand his/her health condition. Patients make changes... patients would be getting better!”

“Health care is not only seeing doctors but also including preventions.”

“They should make us aware.”



Desire to Participate in Health Decisions

- **most common unmet need expressed by seniors and their families – information**
(Ilfie et al, 2004; Smith and Orrell, 2007)
- **while the desire for information is a consistent finding, the desire to participate in treatment decision making varies widely**
(Robinson and Thomson, 2001; Levinson et al, 2005; Bastiaens et al, 2007)
- **barriers to active participation – type of illness/comorbidities, level of health/general literacy, socioeconomic level, cultural values, stakes of health outcome/health decision**
(Longtin et al, 2010)
- **while some patients may not want to participate in health decisions, others simply do not know how**
(Cegala, 2003)



Interventions to Improve Patient Engagement

- **primary care pre-visit booklet and pre-visit education session**
– more questioning behaviour, more self-reported active behaviour, more satisfaction with interpersonal care
(reviewed in Wetzels et al, 2008)
- **shared decision-making handout encouraged older patients to express preferences regarding their care**
(Naik et al, 2005)
- **when talking about multiple competing comorbidities, patient preferences could be solicited by discussing global outcomes (eg. physical functioning) rather than disease specific measures**
(Fried et al, 2008)



GiiC Toolkit

Patients and Families Tools



Just Ask Just Tell

Better sharing between you and your doctor and health professionals

Patient and Family-Focused Care

Promoting Communication Tools

“How to Use the Tools Kit”

Primary Care

• 7 tools

- Who I am
- Getting information
- Taking my medications
- About my medications
- Appointments
- Home care providers
- Home from hospital

Just Ask Just Tell

Better sharing between you and your doctor and health professionals

▶ **Tool 1: Who I am**

“Who I am” is a tool or aid to help older adults communicate more effectively with their doctors or health care providers. Older adults, their partners or their caregivers are encouraged to complete “Who I am” before they visit a doctor, specialist or health care provider. While at home and not distracted, it may be easier to complete it and remember critical pieces of personal information that you would want the doctor or health care provider to know about you on the Just Tell portion (side 2). During your visit, share the Just Tell and Just Ask about you.

Side 1: Just Ask: Tell who I am – fill in the blank space to the right of the statement with personal information at home

Just Ask ...	Who I am
Tell the doctor:	
What my first language is	
If I need help understanding English instructions	
Who my main contact is	
Who helps me with my care decisions	
What are my main health problems	
physical problems	
allergies	

Complete before and share at your visit:

- First language – list your main language or languages you speak
- Assistance with English – list what kind of help you need understanding English explanations of your health
- Main contact – write their name and their phone number
- Care decisions – write the name of who helps you with your care decisions
- Main problems – list your main health and physical problems, your allergies

Side 2: Just Tell: Tell who I am – fill in the blank space to the right of the statement with personal information at home

Just Tell ...	Who I am
Tell the doctor:	
The most important thing about me	
What I love to do	
What I want to keep on doing	
What I am doing to stay healthy	
What I need help with or concerned about in my home	
Who helps me	

Complete before and share at your visit:

- Most important thing about me – describe it
- What I love to do – describe it
- What I want to keep on doing – describe it despite limitations
- Staying healthy – describe how you stay healthy, what you do
- Help or concerns at home – help you need with anything from personal care to cleaning the house, yardwork
- Who helps me – list their names and phone number

Available free: www.rgpc.ca or www.rgpps.on.ca 3 sizes: pocket cards, ½ page or full page

2010 July
K.Wong & ML.vanderHorst

RCP GPC RGP

GiiC Patient and Families Module – Tool #1



Just Tell ...

Who I am

Better sharing between you and your doctor and health professionals

▶ Tell the doctor:

The most important thing about me

What I love to do

What I want to keep on doing

What I am doing to stay healthy

What I need help with or concerned about in my home

Who helps me



Just Ask ...

Who I am

Better sharing between you and your doctor and health professionals

▶ Tell the doctor:

What my first language is

If I need help understanding English instructions

Who my main contact is

Who helps me with my care decisions

What are my main health problems

physical problems

allergies

Sharing information about who you are and what's important to you



GiiC Patient and Families Module – Tool #2



Just Ask ... getting information

Better sharing between you and your doctor and health professionals

▶ Ask the doctor:

Do you have information about my health problems

Where else can I get information

- Disease specific societies
- Local organizations
- Community or caregiver groups
- Library Health offices
- Internet: rgps.on.ca , ontario.ca , shrtn.on.ca , hc-sc.gc.ca , healthaging.org , nia.nih.gov



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Just Tell ... getting information

Better sharing between you and your doctor and health professionals

▶ Tell the doctor:

What I know about my health problems

How I got this information about my health problems

I like this kind of information

- | | |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | Printed on paper so I can read it |
| <input type="checkbox"/> | Talking with someone about it |
| <input type="checkbox"/> | Finding internet websites about it |

Sharing information about what you know about your health problems and where to find more information

GiiC Patient and Families Module – Tool #3



Just Tell ... taking my medications

Better sharing between you and your doctor and health professionals

▶ **Tell the doctor:** All the medications, vitamins, herbals, & over-the-counter remedies that I take

Medication <i>name</i> <i>or what it is for</i>	Dosage/Frequency <i>or what it</i> <i>looks like & how often you take it</i>

I have a printed list from my pharmacist

Sharing information about your medications and asking for up-to-date, more or changed information about your medications



Just Ask ... taking my medications

Better sharing between you and your doctor and health professionals

▶ **Ask the doctor:**

Can you review my medication record

Is my medication record accurate and up-to-date

Are there special instructions for taking them

How do I know they are working or not working

When can I stop them

GiiC Patient and Families Module – Tool #4



Just Tell ... about my medications

Better sharing between you and your doctor and health professionals

▶ Tell the doctor:

Why I need them

How I take them

The ones I forget to take

The ones I don't know
why I'm taking them

The ones I borrow

The ones I've been
taking a very long time

The extra ones I take

My vitamins and herbals

Which pharmacies I use

Sharing more information about your medications such as how you are taking them and then asking for further information about your medications



Just Ask ... about my medications

Better sharing between you and your doctor and health professionals

▶ Ask the doctor:

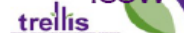
Why do I need them

How should I take them

When should I start taking
the new medication

Which one should I stop
taking today

Is it safe to take with my
other medications, vitamins,
herbals, non-prescription
medications or treatments



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GiiC Patient and Families Module – Tool #5



Just Tell ... why I'm seeing the doctor

Better sharing between you and your doctor and health professionals

▶ Tell the doctor:

What I want to talk about

What is my main problem, concern or is bothering me
or How I am feeling

What has changed
or

What I am doing different

What is most important to me that I am able to keep doing in my home

Gathering information before you go to your appointment and making sure care changes are written down before you leave the appointment



Just Ask ... what I need to do

Better sharing between you and your doctor and health professionals



The doctor told me

to Start

to Go

to Change

to Stop/Quit



GiiC Patient and Families Module – Tool #6



Just Tell... who's coming to my home

Better sharing between you and your doctor and health professionals

	Person 1	Person 2	Person 3
▶ Tell the doctor: Who is coming into my home (other side)			
How often they come			
How they are helping me			
What they said I shouldn't be doing			
Their phone number			

Home care providers are important not only doctors to be aware of but everyone else, write their names, contact information, key things they told you to do or not to do



Just Ask... who's coming to my home

Better sharing between you and your doctor and health professionals

	Person 1	Person 2	Person 3
▶ Ask the health care person visiting you: What is your name			
What do you do (nurse, personal support)			
What will you be doing for me (care, treatments)			
What should I do to stay healthy and not get worse			

GiiC Patient and Families Module – Tool #7



Just Tell ... going home from hospital

Better sharing between you and your doctor and health professionals

▶ **Tell the doctor:**

Why I went to the hospital

Why I was admitted

What they said I should start doing

What they said I should stop doing

What new medications I am on

Who is helping me at home



Just Ask ... going home from hospital

Better sharing between you and your doctor and health professionals

▶ **Ask the hospital nurse:**

How soon should I see my family doctor

What main symptoms should I watch for

What should I do to stay healthy and not get worse

What medications are new for me

Sharing information about your recent hospital stay includes why you went to the hospital and what they told at discharge



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"Of course I'm listening to your expression of spiritual suffering. Don't you see me making eye contact, striking an open posture, leaning towards you and nodding empathetically?"