Equal Partners in Health Care: *True* Patient-Centered Care

Hershey S. Bell, MD, MS, FAAFP
Professor, Vice President and Dean
Lake Erie College of Osteopathic Medicine
School of Pharmacy
Erie PA and Bradenton FL
• There can be no attainment of the ideal of patient-centered care until all members of the healthcare team are seen as equal partners in care
• Fact: Not all members of the team are currently recognized as equal partners
• While barriers exist, they can be overcome
A NEW PERSPECTIVE ON THE HEALTH OF CANADIANS
a working document

Marc Lalonde
Minister of National Health and Welfare
Lalonde believed that the determinants of health existed outside of the traditional physician-centered biomedical health care system.
Patient-Centerededness

• A self-actualized concept that suggests that professionals set aside personal need (survival, safety, love/belonging and ego/esteem) in the service/interest of patient need

• Height of professionalism

• Dr. Nestor Yanga (1948-2003)
Competence

• From Epstein and Hundert (JAMA, 2002)
  – “the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values and reflection in daily practice for the benefit of the individual and community being served”
<table>
<thead>
<tr>
<th>Words</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Habitual</td>
<td>Done or doing constantly, or as a habit; regular; usual</td>
</tr>
<tr>
<td>Judicious</td>
<td>Having, showing or done with good judgment or sense</td>
</tr>
<tr>
<td>Reasoning</td>
<td>The action of thinking about something in a logical, sensible way</td>
</tr>
<tr>
<td>Reflection</td>
<td>Serious thought or consideration</td>
</tr>
<tr>
<td>Benefit</td>
<td>An advantage or profit gained from something</td>
</tr>
<tr>
<td>Service</td>
<td>The action of helping or doing work for someone</td>
</tr>
</tbody>
</table>
Professional Identity

• AACP Council of Deans Task Force (Phillip Hall, Chair)
  – Professional Identity Formation is the transformative process of identifying and internalizing the ways of being and relating within a professional role
Ten Marks of a Professional
Working Smart
(National Institute of Business Management)

These factors are felt to play a role in this transformation/socialization:

1. Knowledge and skills of a profession
2. Commitment to self-improvement of skills and knowledge
3. Service orientation
4. Pride in the profession
5. Covenantal relationship with the client
6. Creativity and innovation
7. Conscience and trustworthiness
8. Accountability for his/her work
9. Ethically sound decision-making
10. Leadership
• Is this essential?
  – Legitimacy
  – Payment
  – Patient-centeredness would demand this designation
  • “The Doctor’s Team Will See You Now”
    – WSJ February 17, 2014
The Doctor's Team Will See You Now
Why Visit One Doctor When Some Offices Offer a Medical Entourage?

Updated Feb. 17, 2014 6:58 p.m. ET

At Union Square Family Health, in Somerville, Mass., medical team members meet regularly to discuss what care patients need. Christopher Churchill for The Wall Street Journal

A visit to the doctor may mean seeing someone else instead.

An increasing number of practices are scrapping the traditional one-on-one doctor-patient relationship. Instead, patients are receiving care from a group of health professionals who divide up responsibilities that once would have largely been handled by the doctor in charge. While the supervising doctor still directly oversees patient care, other medical professionals—nurse practitioners, physician assistants and clinical pharmacists—are performing more functions. These include adjusting medication dosage, ensuring that patients receive tests and helping them to manage chronic diseases.
Core Competencies for Interprofessional Collaborative Practice

Sponsored by the Interprofessional Education Collaborative*

Report of an Expert Panel
May 2011

*IEC sponsors:
American Association of Colleges of Nursing
American Association of Colleges of Osteopathic Medicine
American Dental Association
American Dental Education Association
American Medical Colleges
Association of Schools of Public Health

Visit Us LECOM.edu  Like Us @1LEC0M  Follow Us @1LEC0M
IPEC Competencies

Community and Population Oriented

Interprofessional Teamwork and Team-based Practice

Interprofessional Communication Practices

Values/Ethics for Interprofessional Practice

Roles and Responsibilities for Collaborative Practice

Patient and Family Centered

Visit Us LECOM.edu  Like Us @1LECOM  Follow Us @1LECOM
Improving Patient and Health System Outcomes through Advanced Pharmacy Practice

A Report to the U.S. Surgeon General 2011

Office of the Chief Pharmacist

Exploring Pharmacists’ Role in a Changing Healthcare Environment

• Published May 2014; prepared by Avalere Health LLC; funded by APhA, ASHP, AACP, ASCP, NACDS, NASPA

• Acknowledges the movement toward team-based healthcare

• Explores evidence surrounding services pharmacists provide, their capacity to improve care, alignment with the healthcare environment
Exploring Pharmacists’ Role in a Changing Healthcare Environment

• 5 Key Findings
  – Because ACOs manage the entirety of care for a patient, they may look to integrate pharmacist-provided medication management to improve medication adherence and clinical outcomes, while potentially reducing costs
  – Pharmacist-provided medication reconciliation can help reduce medication discrepancies and may be an important component of improving transitions of care moving forward
Key Findings Continued

– Payers and policymakers should explore ways to leverage pharmacists’ accessibility within the community to provide **preventive care services**, especially within alternative payment and delivery models such as ACOs and PCMHs.

– Pharmacist-provided **educational and behavioral counseling** can contribute to better outcomes in chronically ill patients, and can also support broader health and wellness in the population.

– **Collaborative care models** that include a pharmacist can help alleviate some of the demand for physician-provided care, and also facilitate access to primary care services, especially those related to medication management.
Recommendations

1. All healthcare professionals should advocate for changes that allow each member of the team to participate as equal partners.

2. All healthcare providers should advocate for changes in the Pharmacy Model Practice Act that embrace the current practices of federal pharmacists.

3. Pharmacists must adopt a professional identity that is becoming of an ‘equal partner in healthcare’.”