

Empowering Patients, Elevating Experiences: The Power of the Patient Advisory Council



Patients' Voices

Theme -1

Aileen J, Ramaiah University of Applied Sciences, Bangalore

INTRODUCTION

The active engagement of patients in the decision-making processes of healthcare organisations through the establishment of a **Patient Advisory Council (PAC)** can significantly influence and enhance the overall patient experience.

In recent years, there has been an increasing acknowledgment of the key significance of **patient empowerment in augmenting both the patient's encounter and healthcare results**. The concept of patient empowerment is the active engagement of patients in various aspects of their healthcare, including care management, decision-making processes, and treatment plans. (1)

The establishment of open and transparent communication facilitates the development of mutual comprehension, **encourages collaborative decision-making, and guarantees that treatment plans** are in accordance with the preferences and values of patients.(4)

AIM

The aim of this study is to examine the patient experience within healthcare facilities and their perception about decision making in hospital

Objectives:

1. To identify the factors related to patient empowerment and experience
2. To assess the knowledge and perception of patients related to decision making and rights
3. To analyse the patients experience with healthcare professionals

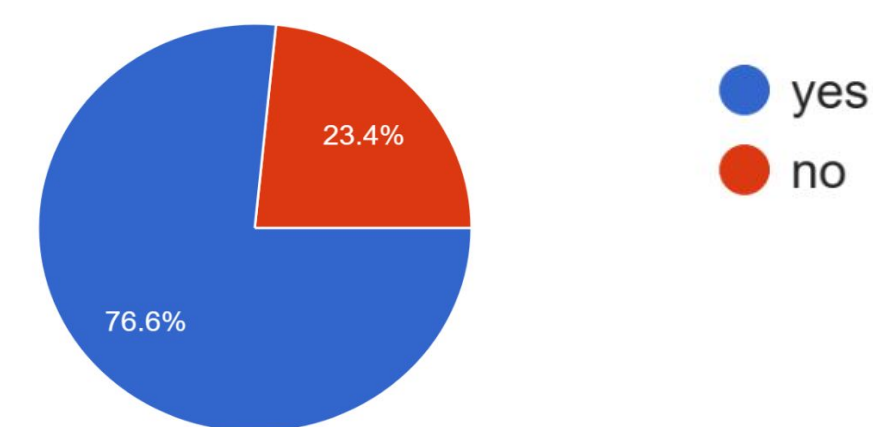
METHOD

1. Cross sectional study was conducted among general population
2. Literature review was conducted to identify the key factors for patients empowerment and experience in hospital
3. Questionnaire was developed using 12 factors and 4 open ended questions
4. Convenient sampling method was used to collect the data
5. Sample size: 154
6. Descriptive data analysis was used
7. Inclusion criteria:
 - o At Least one hospital visit as attender or as patient in the last 1 year(in any private healthcare facility)
 - o Age above 18 years

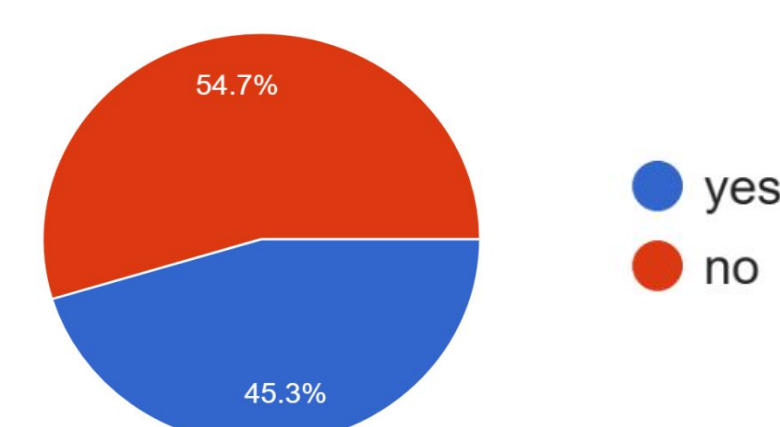
REFERENCES & ACKNOWLEDGEMENT

1. European Medicines Agency (2014) Annex II: EMA activities where patients and consumers are involved.
2. Jerofke-Owen, Teresa and Bull, Margaret J., "Nurses' Experiences Empowering Hospitalized Patients" (2018). College of Nursing Faculty Research and Publications. 570.
3. Garattini L, Padula A. Patient empowerment in Europe: is no further research needed? Eur J Health Econ. 2018;19(5):637-40
4. Bravo P, Edwards A, Barr PJ, et al. Conceptualising patient empowerment: a mixed methods study. BMC Health Services Research. 2015;15(1):252
5. Bailo L, Guidi P, Vergani L, et al. The patient perspective: investigating patient empowerment enablers and barriers within the oncological care process. Ecanermedicalscience. 2019;13:912.
6. Manary MP, Boulding W, Staelin R, et al. The patient experience and health outcomes. N Engl J Med. 2013;368(3):201-3.

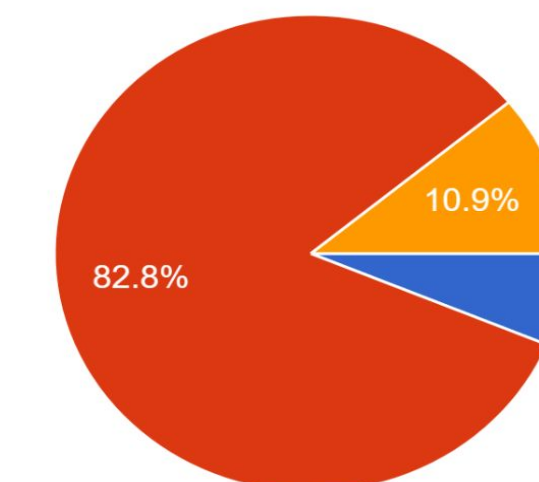
IMPACT / RESULT



Awareness about patients rights



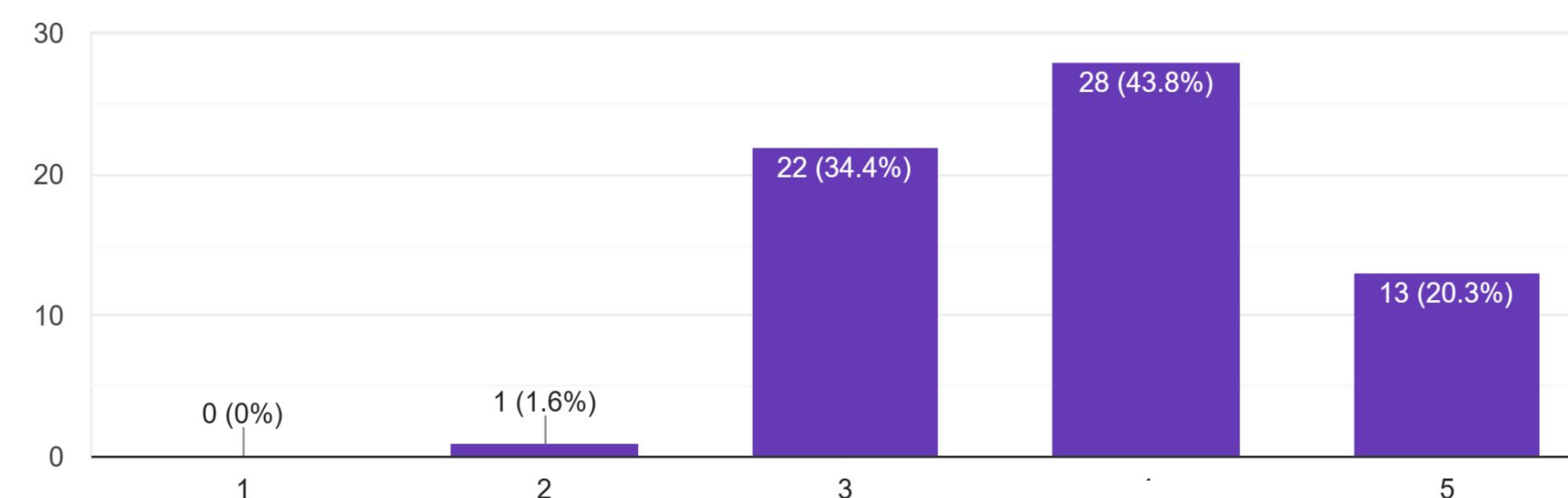
Have you ever exercised your right to refuse a recommended medical treatment or procedure



In healthcare decision-making, do you prefer to:

- Make decisions independently without input from healthcare providers
- Collaborate with healthcare providers to make decisions
- Rely on healthcare providers to make decisions on your behalf

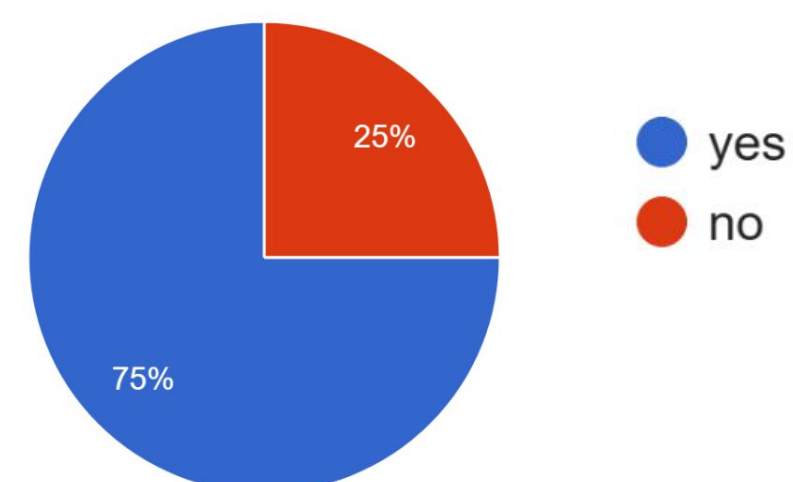
Overall experience regarding patients rights during the stay



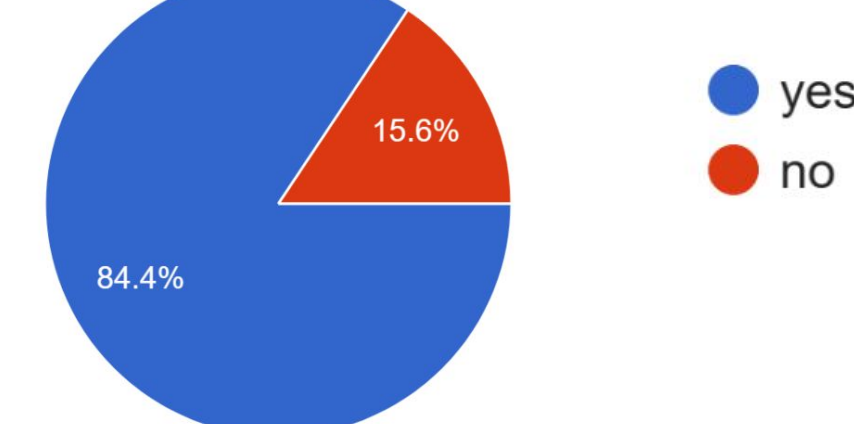
- 1- very dissatisfied
- 2-dissatisfied
- 3-neutral
- 4-satisfied
- 5- Very satisfied

Key Results

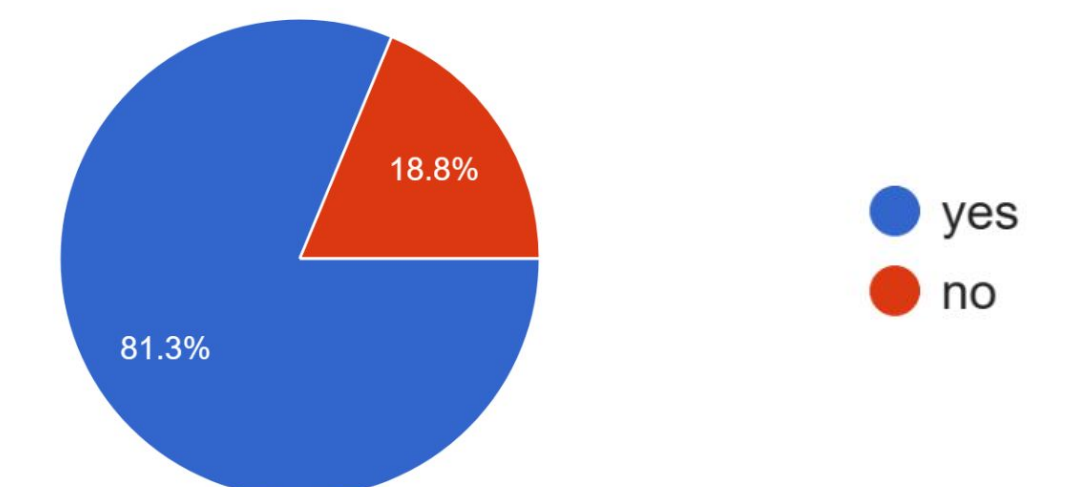
- 62% of the participants said the consent was not explained to them clearly
- 34% said they feel empowered at hospital
- 69 % said they need a platform to raise the concerns
- 22% of the participants had at least one bad experience in the hospital during their treatment



If you had concerns or complaints during your hospital stay, did you feel comfortable raising them with hospital staff?



Were you encouraged to ask questions and express your concerns?



Enough time to ask questions and make informed decisions about your treatment

CONCLUSIONS

- In summary, the concept of patient empowerment plays a crucial role in enhancing both the patient experience and healthcare outcomes.
- 87% of the study participants felt a need for establishing Patient Advisory council(PAC) , hence healthcare stakeholders should consider as the priority.
- 23.4% of participants said they are not aware of patient rights in the hospital, this calls for a immediate education dissemination program among hospital patients and attenders
- By actively engaging patients in their healthcare, healthcare systems can enhance communication, foster treatment adherence, and improve overall patient well-being.
- The necessity for healthcare professionals and policymakers to prioritise patient empowerment as a fundamental aspect of contemporary healthcare delivery is emphasised by the favourable outcomes documented in numerous research.(2,3)

SUSTENANCE

- Ensure that the PAC is seen as a long-term initiative rather than a short-term project.
- Keep members and the broader community informed about the council's activities, decisions, and outcomes.
- Highlight the positive changes and improvements made as a result of the PAC's work.
- Recognize and appreciate the efforts of PAC members through awards, certificates, or other forms of recognition.
- Use the PAC's collective voice to advocate for patient-centered policies and improvements within the hospital.
- Review patient feedback data to identify trends and areas for improvement.
- Create agendas that focus on patient-centered topics and align with the council's objectives.

CONTACT INFORMATION

Aileen J,
PhD Scholar- Patient safety area
Assistant professor, Hospital Administration Division

aileen2020j@gmail.com
aileenj.ha.mc@msruas.ac.in

Phone No: 9611584535