



Patient Engagement and Quality Improvement in Healthcare Delivery – Patient's Perspective

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Community Organizer
Society for Community
Organization

Agency Background

- Society for Community Organization (SoCO)
 - Established in 1972
 - Through community work (community organizing, social action, policy advocacy) to promote the rights of the underprivileged
- Hospital Authority
 - Established in 1990
 - Realization of health rights in doubt due to privatization (medical fees)
- Patients' Rights Association
 - Established in 1992 by SoCO
 - Assist medical incident victims in launching complaints and legal procedures

Agency Background

- Answer 600 telephone enquiries each year
- Assist 40 medical incident cases each year
 - Launch complaints to HA, MC, etc.
 - Consult legal opinion for civil claims
 - Assist death inquest proceedings
- Goals: Improve the healthcare system outside the establishment
- a goal of patient's engagement

Why patient's engagement?

- Development of modern medicine
- Dr Derek Au 《當中醫遇上西醫——歷史與省思》



Development of modern medicine

- 4th Century BC, Hippocrates: founder of Western medicine
- 2nd Century AD, Galen: establish scope of medicine and research methodology
- 14th Century AD, Renaissance: denial of authority, building knowledge through experiment; revisiting previous medical knowledge
- 16th Century AD, Enlightenment: booming of modern science; establishing modern medicine through rational thought and empiricism
- 20th Century AD, Modern medicine: evidence-based-medicine



Worldview of modern medicine

- A mechanical worldview
 - human body as machine
 - one true explanation
 - accurate, focus on micro-perspective, evidence
 - Risk of reducing human to mechanical operation



Postmodern worldview

- Inter-subjectivity rather than objectivity
- Pluralism rather than monism

Implications:

- Treating illness and treating patient (machine vs human)
- Involving patients in decision-making

Patient's engagement at clinical level

- Treating illness and treating patients
 - Patients not machines, show care and respect
 - Share information
 - Learn from patients
 - Patients learn how to communicate
- Case illustration 1
 - Intestinal obstruction in 30th week of pregnancy
 - X ray show mild obstruction and conservative treatment suggested
 - Extreme pain experienced but ignored
 - Surgery needed and intestine necrosis found
 - Foetal distress during surgery, brain damage resulted

Patient's engagement at macro level

- Involving patients in decision-making
 - Professional decision vs public decision
 - Patients share their responsibility
- Case illustration 2
 - Drug formulary periodic review
 - Professional decision in efficacy of drugs applied
 - Public/ patient decision in deciding which drugs get in the formulary, given limited resources

Some possible ways

Dr D Lansky (2003) "Patient Engagement and Patient Decision-making in US Health Care"

- Leadership
 - Healthcare leaders should lead with a concept of health citizenship that encompasses rights, responsibilities and accountability would create greater legitimacy for the changed patient role
- Medical Education Curriculum
 - Significant curriculum reform needed by identifying the objectives of future medical training and linking medical education to the implementation of a patient- and family-centered curriculum
- Public Education Curriculum
 - Public education curricula should be revised to address the changed patient role themes
- Public Education Initiatives
 - Educate public and patients about asking critical questions of hospitals and doctors, particularly with regard to evidence-based practice and patient safety protocols
- Advocacy Training and Support
 - Pursuing patient engagement strategies, training advocates in understanding and responding to policy initiatives that affect quality and safety

PATIENT ENGAGEMENT - AN EXPANDED MODEL

