

# INFLUENCING DECISION MAKERS...

“CML-ARMENIA” Patients’ group  
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# HEALTHCARE DECISION MAKERS & INFLUENCERS



## Patient & Family Support

Patients make decisions in consultation with their doctors. But are influenced by their loved ones to seek more information and sometimes are encouraged to seek medical advice in the first place. Patients and their support groups play a strong role in healthcare decision making.



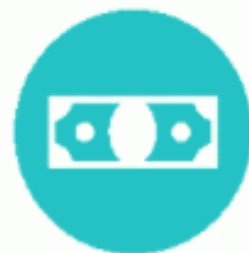
## Doctors & Medical Groups

Doctors directly make and strongly influence medical decisions for their patients. However, medical groups often act in concert to provide improved patient outcomes and share learnings across the practice.



## Clinical Practice Setting Bodies

Large clinical practice setting bodies such as the National Comprehensive Cancer Network serve to provide collective best practices among (for example) urologists as they seek to screen prostate cancer. These bodies strongly influence healthcare decisions.



## Payors (Insurance)

Insurance companies are another strong influence in the healthcare decision making process. If patients are unable to afford medication, procedures or medical devices because they are not covered or don't offer great coverage - patients may not seek the medical solution they need.



## Regulatory Bodies

Regulatory bodies set standards for how drugs and medical devices should behave and what should happen when it performs outside expectations. Regulatory bodies influence both payors and doctors in their decision making process.



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## BMJ Quality & Safety

Systematic review

# A systematic review of reliable and valid tools for the measurement of patient participation in healthcare

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***PATIENT PARTICIPATION IN HEALTHCARE  
IS A KEY COMPONENT OF HIGH-QUALITY  
CARE***





## ***IT'S ASSOCIATED WITH IMPROVED PATIENT OUTCOMES***

- **Shorter hospital stays**
- **Reduced readmission**
- **Improved functional status**

## ***PATIENT PARTICIPATION CONTRIBUTES TO ENHANCED DECISION MAKING***

- **Reduced medical errors and adverse events**
- **Improved adherence**
- **Optimized self-management**
- **Increased staff retention**

# PATIENT CENTRALISED CARE





Just 'telling people' doesn't really work

This is how you'll be treated . . .



OK, but it won't really lead to any behaviour change

## Person-centred care

Broad concept of person-centred, patient-centred, family-centred, client-centred, whole person, individualised, personalised care or practice

### Subcomponent themes

Activation  
Choice  
Compassion  
Continuity  
Control  
Dignity  
Empathy  
Empowerment  
Health literacy  
Holism  
Independence  
Individuality  
Integration  
Involvement  
Partnership  
Privacy  
Respect  
Rights  
Trust

### Behaviours

Advocating  
Assessing needs  
Assessing family needs  
Communicating  
Coordinated care  
Enablement  
Engagement  
Goal planning  
Individual budgets  
Individual care plans  
Information provision  
Listening  
Participation  
Physical environment  
Recognising values  
Self-care support  
Shared decisions  
Support  
Transitions



Patient participation in health care

## ***MEASUREMENT OF SDM***

- **Patient completed tools (PDRQ, PEI, PPED, PIPC, SDM-Q etc.)**
- **Tools completed by family caregivers**
- **Tools completed by observers (GP-OPTION, MPCC, RPAD, OSCE)**
- **Tools completed by more than one stakeholder (dyadic-OPTION)**



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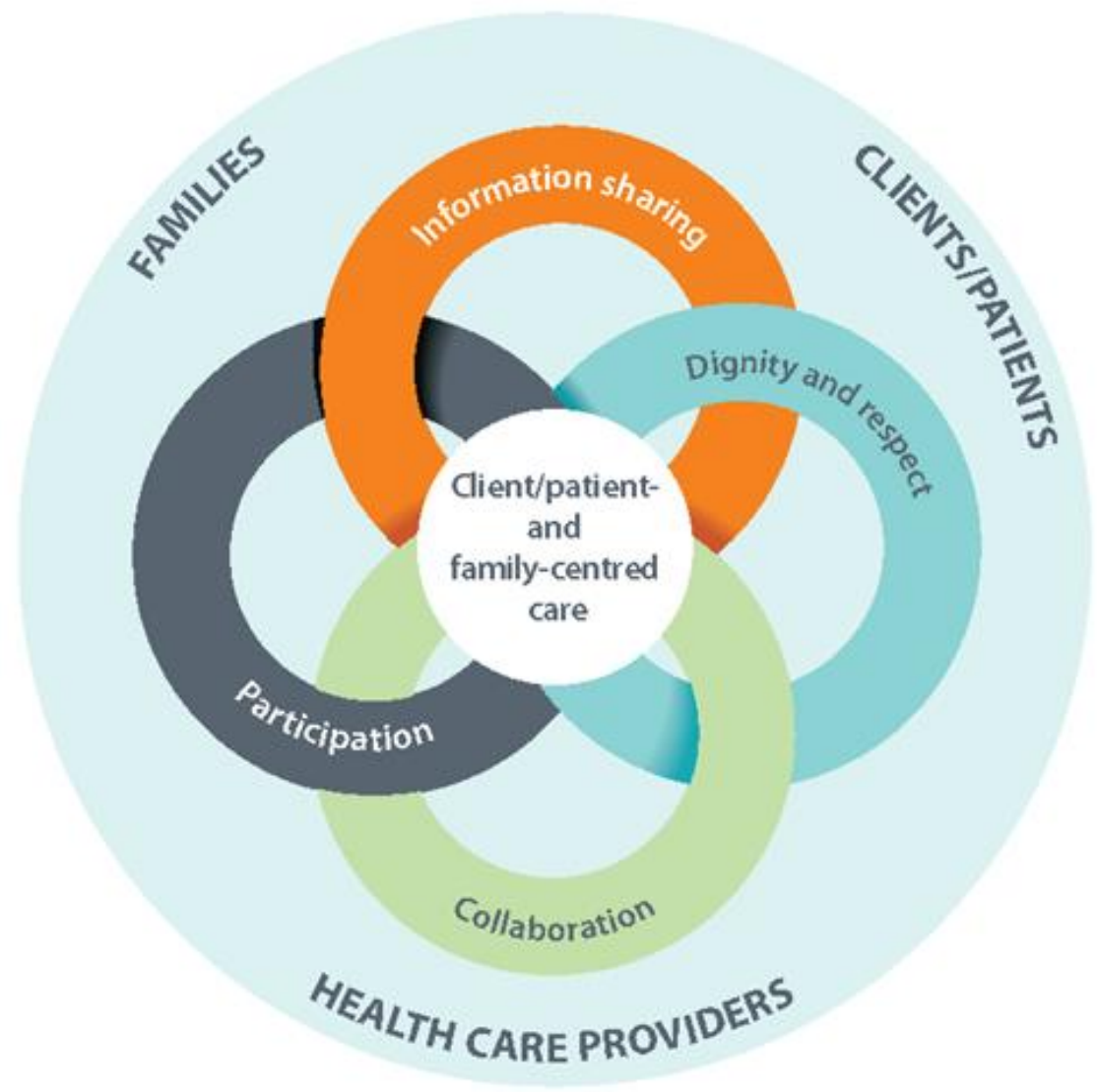
## Health policy

journal homepage: [www.elsevier.com/locate/healthpol](http://www.elsevier.com/locate/healthpol)

### Public and patient involvement in health policy decision-making on the health system level – A scoping review

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