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# The properties and content of patient centeredness scales for health professionals – A systematic review

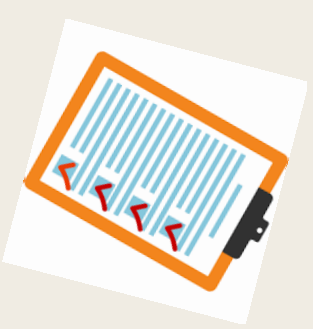


SAFE-LEAD

# PS.

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- Few reliable and valid tools for measurement of patient involvement in healthcare have been developed in the preceding 10 years
- Patient involvement is an important part of patient centeredness, and the concepts are often used interchangeably



(Philips et al., 2015; Castro et al., 2016; Scholl et al., 2014)

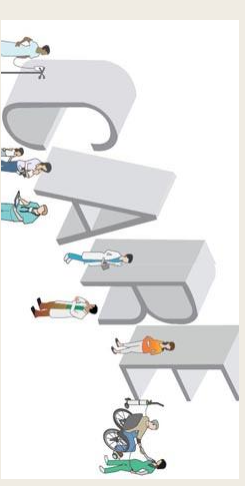
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# Introduction

# Background

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- Patient centeredness is important in patient care and healthcare quality
- Several instruments exist to measure patient centeredness and previous literature provides a critical appraisal of their measurement properties
- However, there is limited knowledge regarding the content of the various scales in terms, i.e.:
  - What type of patient centeredness do they represent?
  - How can they be used for quality improvement?



(Edvardsson et al., 2010; Köberich & Farin, 2015; Wilberforce et al., 2016)

# Patient involvement

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- Patient involvement is a key component of high-quality care
- Patient involvement is an important part of patient centeredness and are described both as:
  - A strategy to achieve a patient-centered care (Castro et al., 2016)
  - A dimension of patient centeredness (Scholl et al., 2014)



(Scholl et al., 2014; Philips et al., 2015)

## Patient and Public Involvement (PPI) (Tritter, 2009)

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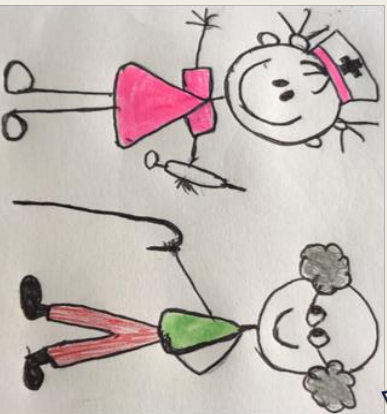
- *"The ways in which patients can draw on their experience and members of the public can apply their priorities to the evaluation, development, organization and delivery of health services"*
- Three dimensions of involvement:
  - Direct or indirect
  - Individual or collective
  - Reactive or proactive



# Patient and Public Involvement (PPI) (Tritter, 2009)

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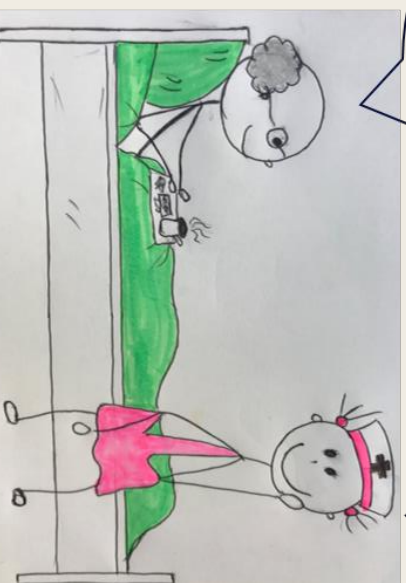
Now you are well informed about the treatments we offer. Which one would you like?



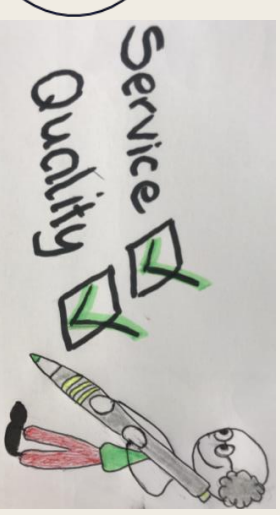
**Direct involvement**

The one you're holding in your hands, please!

Could I have my breakfast earlier in the morning?



Maybe a few times a week. I'll see what I can do!

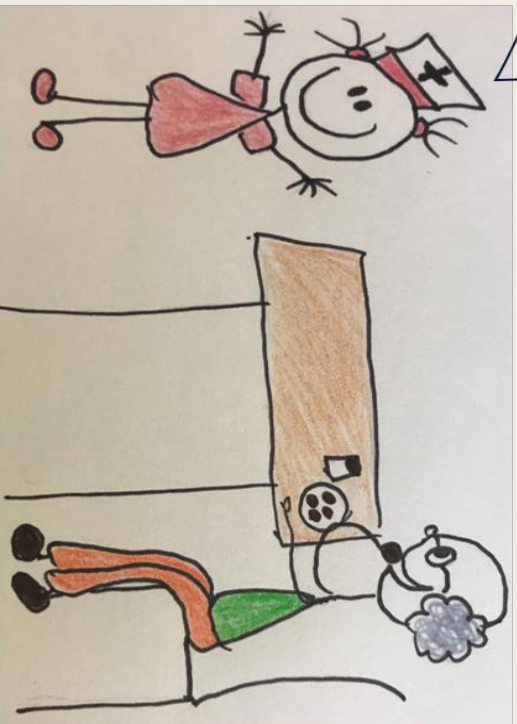


**Indirect involvement**

# Patient and Public Involvement (PPI) (Tritter, 2009)

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Would you like chicken or meatballs for dinner today?



Meatballs, please!



Based on your wishes, dinner will now be served at 4 PM instead of 12 PM

**Reactive involvement**

**Proactive involvement**



# Aims

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- Conduct a quality appraisal of patient centeredness scales identified in the literature
- Explore the content of patient centeredness scales for healthcare professionals in terms of the type of involvement they represent according to the PPI conceptual framework
  - Individual or collective
  - Direct or indirect
  - Reactive or proactive
- Explore whether the scales reflect patient involvement in quality improvement practices

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# Methods

# Methods

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- Design: Systematic literature review
- Search strategy:
  - Databases: Medline, Scopus, Embase, CINAHL (last updated search: May 2017)
  - Searches were structured around three main concepts:
    - Psychometry, patient-centeredness/involvement, and quality improvement
  - A combination of keywords, mesh-terms, and subject headings was used in all searches
- Eligibility criteria:
  - Development and/or validation of questionnaire-based measurement scales
  - Perspective of health personnel
  - Patient centeredness/involvement in healthcare settings
- Excluded:
  - Disease specific scales
  - Scales that were highly consultation specific (physician-patient)
  - Administrative checklist tools

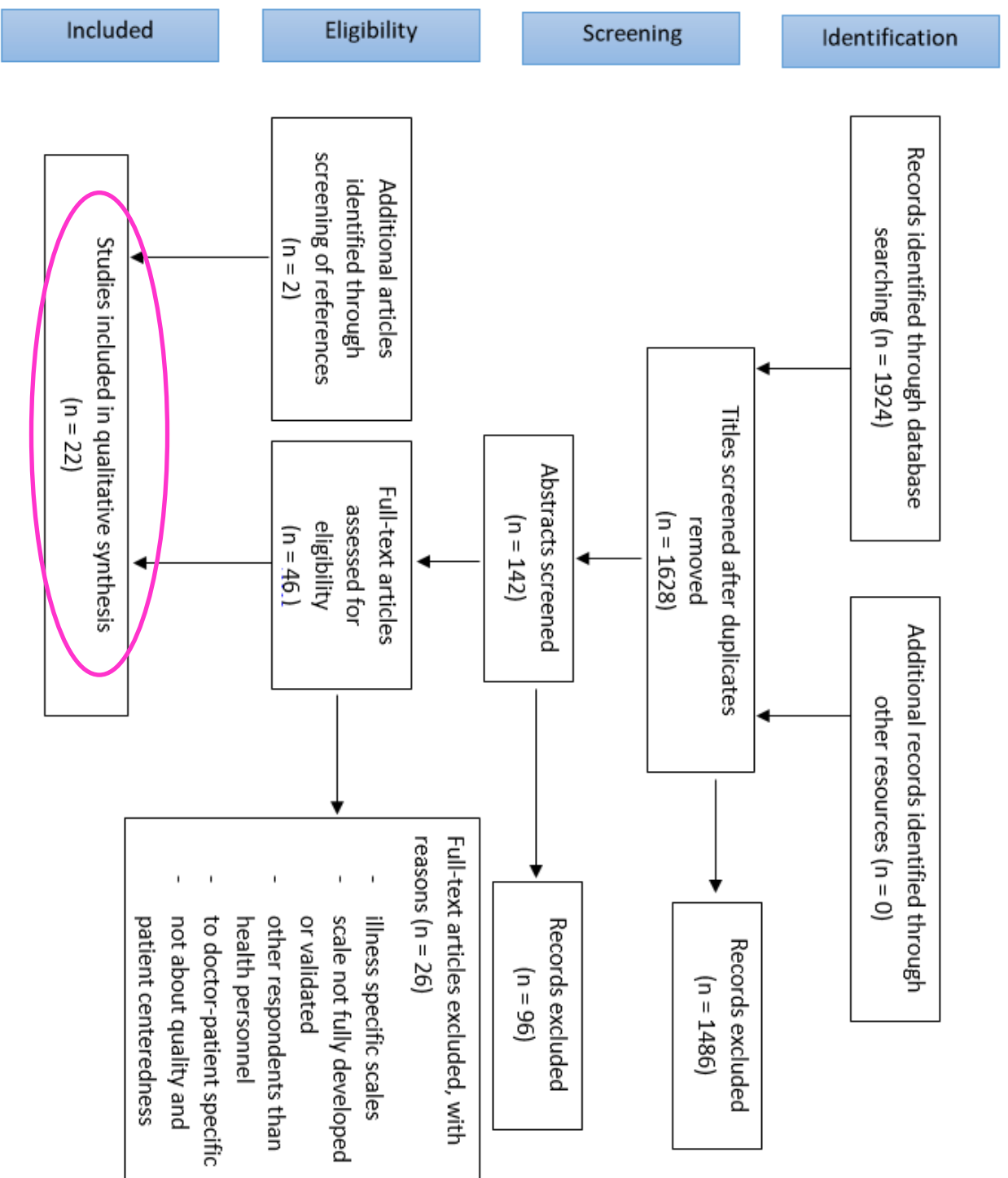


Figure 1. PRISMA flowchart of article selection

# Analysis

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- **Directed content analysis** (Hsieh & Shannon, 2005)
  - The scales were categorized according to Tritter's conceptual framework using directed content analysis
    - Direct vs. indirect involvement
    - Individual vs. collective involvement
    - Reactive vs. proactive involvement



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# Results

Results to be published - please contact Eline Ree: [eline.ree@uis.no](mailto:eline.ree@uis.no) if you would like to be notified when the article has been published.

# What does this study add?

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- First systematic review conducting a content analysis of patient-centeredness scales
- The study adds new knowledge concerning:
  - The availability of questionnaire-based scales on patient-centeredness from the staffs' perspective
  - How the scales addresses the role of patients' experiences for quality and patient safety practices
  - The categorization of items according to Tritter's (2009) conceptual framework of patient and public involvement (PPC) in health services

# Thank you!

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*It is nice to be involved, given the opportunity to choose (Patient)*

(Attree et al., 2000)

*A fundamental thing must be to be heard, seen, and valued. With that done I guess there are a million possible approaches. But that's the essential thing (Patient)*

(Rise et al., 2011)

