



Competency 1 | Patient-centred care

Interprofessional Practice

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What is patient-centred care?

Each person is the expert in their own health experience. Health professionals recognise that the patient as well as their family is at the centre of their own health care story.

It is helpful to consider that the patient and their family form part of the health care team. Health professionals work together with the patient and their family to make sure their health goals are realistic and achievable. We need to ensure that the process of providing health care addresses the needs of the patient rather than the needs of practitioners and students.

How does it work?

Health professionals value patients and families as active partners in planning and delivering health care:

- information is respectfully and consistently shared with patients in a way that is easy to understand and facilitates discussion and involvement in decision making
- listen respectfully and consider the expressed needs of all parties in planning and delivering health care
- ensure that patients and families receive appropriate education and support throughout the process of planning, providing and evaluating their health care.

Example:

A patient who has experienced a long hospital admission for the purposes of rehabilitation is due to be discharged and receive outpatient follow up. The patient and their family are invited to participate in a discharge planning meeting with the key health professionals who have been involved in the inpatient rehabilitation as well as health professionals who will be providing outpatient support. The purpose of the meeting is to collaboratively develop a discharge and outpatient treatment plan. Relevant psychosocial information and health related history from the patient and family members is encouraged and incorporated into the care planning. After the meeting, the health professionals have a sound understanding of the patient as a person and a detailed plan has been developed that meets the patient's needs. The patient and their family feel confident about the discharge and follow up treatment plans during what can sometimes be an anxiety-provoking transition.

Outcome

By respecting the patient and their family members and including them as active partners in the collaborative care team, we ensure high quality care and the best possible outcomes.



For more information:

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Source: University of Toronto (2017). Interprofessional Care Competency Framework and Team Assessment. Retrieved 15/01/2018, from <http://www.ipe.utoronto.ca>.