



Listening to Learn: Engaging Your Workforce and Healthcare Warriors to Improve Health Outcomes Through Person-Centered Care

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ABOUT



NATIONAL COUNCIL *of* URBAN INDIAN HEALTH

The National Council of Urban Indian Health (NCUIH) is the national non-profit organization devoted to the support and development of quality, accessible, and culturally-competent health and public health services for American Indians and Alaska Natives (AI/ANs) living in urban areas.

NCUIH is the only national representative of the 41 Title V Urban Indian Organizations (UIOs) under the Indian Health Service (IHS) in the Indian Health Care Improvement Act (IHCA). NCUIH strives to improve the health of the over 70% of the AI/AN population that lives in urban areas, supported by quality health care centers.

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Agenda

- ✓ Welcome & Introductions
- ✓ Opening Remarks
- ✓ Objectives
- ✓ Presentation
- ✓ Moment of Reflection/Closing
- ✓ Evaluation



Welcome!

Please join us for additional on-demand sessions in this Community of Learning Series focused on Person-Centered Care

- **Health Literacy and Essential Component of Communication Strategy for Person-Centered Care**, Lyzbeth Best, MPH, MA Technical Assistance Manager | NCUIH, Molly Siegel, MPH, CPH, Public Health Associate | NCU
- **Navigating a Person-Centered Team Approach to Chronic Disease Management**, Vanessa Alvarez, American Indian Health Service of Chicago, MSN, APRN, FNP-BC, Cynthia Gourneau, American Indian Health Service of Chicago, Diabetes Educator/Pharmacist, Shandiin Begay, American Indian Health Service of Chicago, MSW, Behavioral Health Counselor/Intake Coordinator



Objectives



1

Understand the **key elements** of person-centered care

2

Identify what is being done around person-centered care already in Native communities and **why it matters** in UIOs

3

Identify **strategies** to empower patients to be active participants in health decisions

4

Learn how a patient-centered care model can be an **effective strategy** in **fostering trust** between patient, provider and health care systems



Opening Remarks: Tips for Learning

Listen

Pause

Reflect



Patient-Centered Care (PCC)

Patient-Centered Care



“Patient- and family-centered care encourages the active collaboration and shared decision-making between patients, families, and providers to design and manage a customized and comprehensive care plan.”

Person-Centered Care



DISEASE-CENTERED CARE VS. PATIENT-CENTERED CARE

Which Makes Sense for **Patients** & the Health Care System?

DISEASE-CENTERED CARE

-  Defines patients by **their disease**.
-  Sorts patients into **rigid treatment pathways**.
-  Takes a **one-size-fits-all approach** based on the lowest-cost care.

PATIENT-CENTERED CARE

-  Treats patients as **individuals**.
-  Relies on a strong clinician-patient relationship built on **trust** and **shared decision-making**.
-  Gives **patients and health care providers a voice** in treatment decisions.



Disease-centered care leaves patients:



Sick

Frustrated

More apt to need
emergency health
care services



Patient-centered care promotes:



Patient
collaboration

Personalized
treatment

Integrated and
coordinated care

... RESULTS IN ...

Better health
outcomes

Satisfied patients

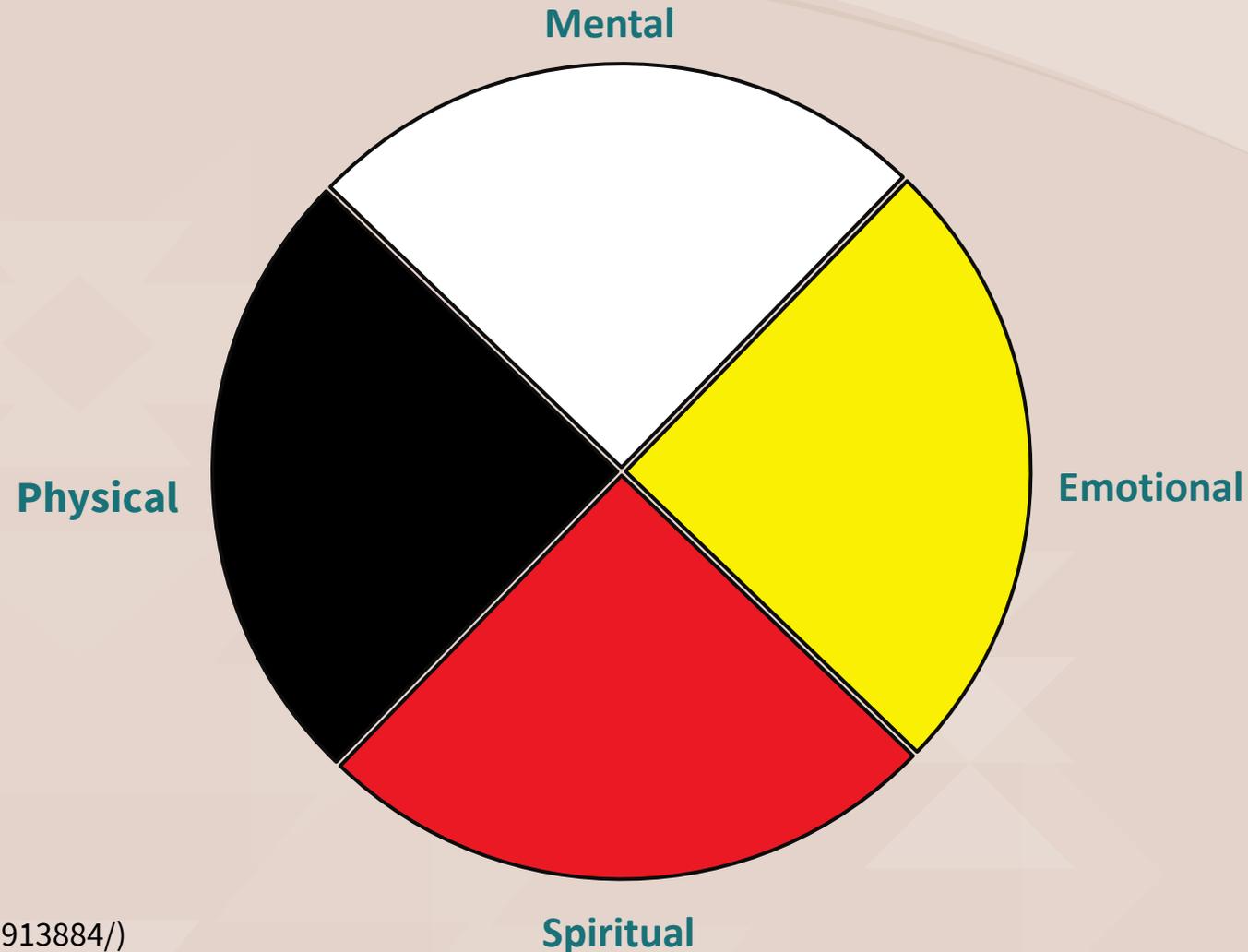
Lower overall
costs





PCC: AI/AN Historical Context

- Native people have been practicing key elements of “PCC” for generations.
- Traditional healing incorporates social, moral, environmental contributions & causes of health concerns.
- Healers as facilitators to help patients heal themselves.



Source: Native Voices (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2913884/>)



Importance of PCC in AI/AN Communities Today

- Mistrust in medicine and the healthcare system
 - PCC builds trust between care providers and the patient
 - Patients live with their “disease” 24/7
 - Their story can reveal answers to their chief medical complaint
- Promoting self-governance
 - Make decisions in their own health
- Patient and **Family** Centered Care
 - Kinship and familial role in AI/AN communities



Patient-Centered Care in the Indian Health System

Welcome to
Your Patient
Centered
Medical Home

*Home is a place where you are
known and cared for. A medical
home is much the same.*

*“In 2008, the Indian Health
Service launched a patient-
centered medical home (PCMH)
initiative to improve the quality of
care in its clinics”*

Patient-Centered Medical Home (PCMH) Model

“PCMH model encourages patients and their provider teams to work closely together to ensure care is more comprehensive, coordinated and consistent”

Source: (<https://www.ihs.gov/office-of-quality/ipc/for-patients/>)



SUPPORT FOR YOUR GOALS

Your care team will provide support at every visit for goal setting and action planning, to help you reach your health goals — from quitting smoking, to losing weight, to getting your blood sugar levels under control.



CARE COORDINATION

We'll follow up within a few days of an emergency room visit or hospital discharge, providing referrals to community resources and specialty care when needed.

SCHEDULING THAT WORKS

We'll provide expanded access to care and services through patient- and family-centered scheduling options that are accessible to all patients.



Putting Patients First

Elements of the Patient Centered Medical Home



ATTENTION TO PREVENTION

We'll remind you about important preventive care, immunizations and recommended screenings. When problems are caught early, they're easier to treat!



PATIENT INVOLVEMENT

We respect patient and family values and the needs you express. If you have questions, please ask! We want you to understand your care and be actively engaged in decisions and choices.



PATIENT EXPERIENCE

We'll seek feedback from you and your family about your health care experience and use your responses for quality improvement.

CONSISTENCY & CONTINUITY

This means making sure you can see the same provider and care team, those who know you and your health history, whenever possible.



EFFECTIVE USE OF TECHNOLOGY



We use health information technology and analyze data to continuously improve performance, quality and service.



TRADITIONAL HEALING

IHS facilities support alternative and complementary medicine approaches, including Native American traditional healing.

CHRONIC CONDITIONS

We make it a priority to closely monitor conditions such as diabetes, high blood pressure and heart disease, so serious conditions get the extra attention they need.



CARE BASED ON MEDICAL EVIDENCE

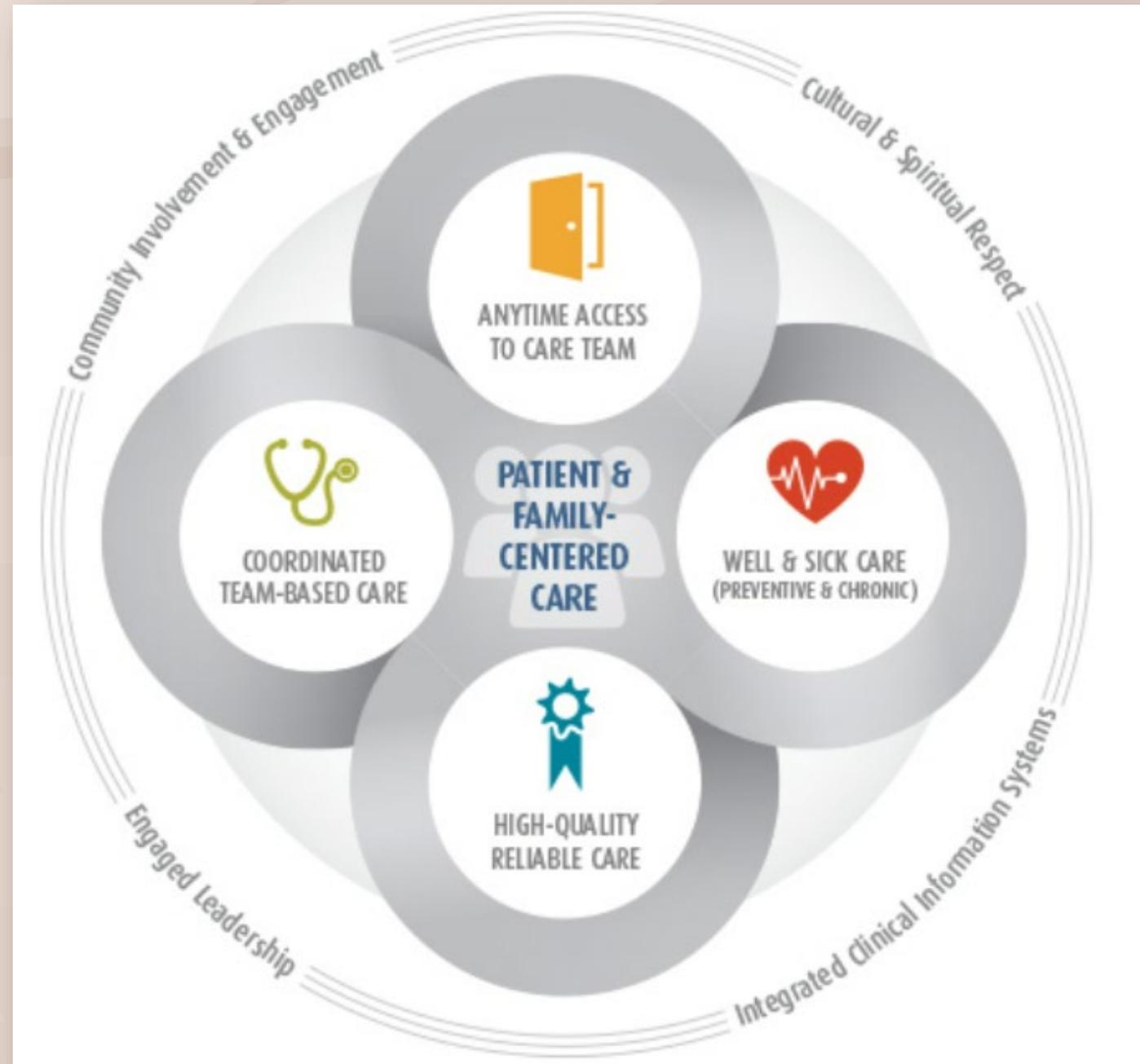
IHS care teams keep up with major medical research, so you can benefit from the latest health recommendations.





IHS Care Model

*Based on PCMH model and
defines the delivery of
medical services throughout
all stages of care*





Moment of Reflection/Story





Implementation Strategies for PCC

Structural Strategies

- Creating person-centered culture
- Management's commitment for team coordination and promoting teamwork
- Motivational mechanisms -> Appreciation and encourage of positive staff work

Process Strategies

- Promoting communication
- Respectful and compassionate care
 - Responding to the patient's preferences, needs and values

Outcome Strategies

- Creating empowerment in the patient
 - Involving patient in managing their illness and establishing continuous care



Empowering Patients

What can we do as healthcare workers

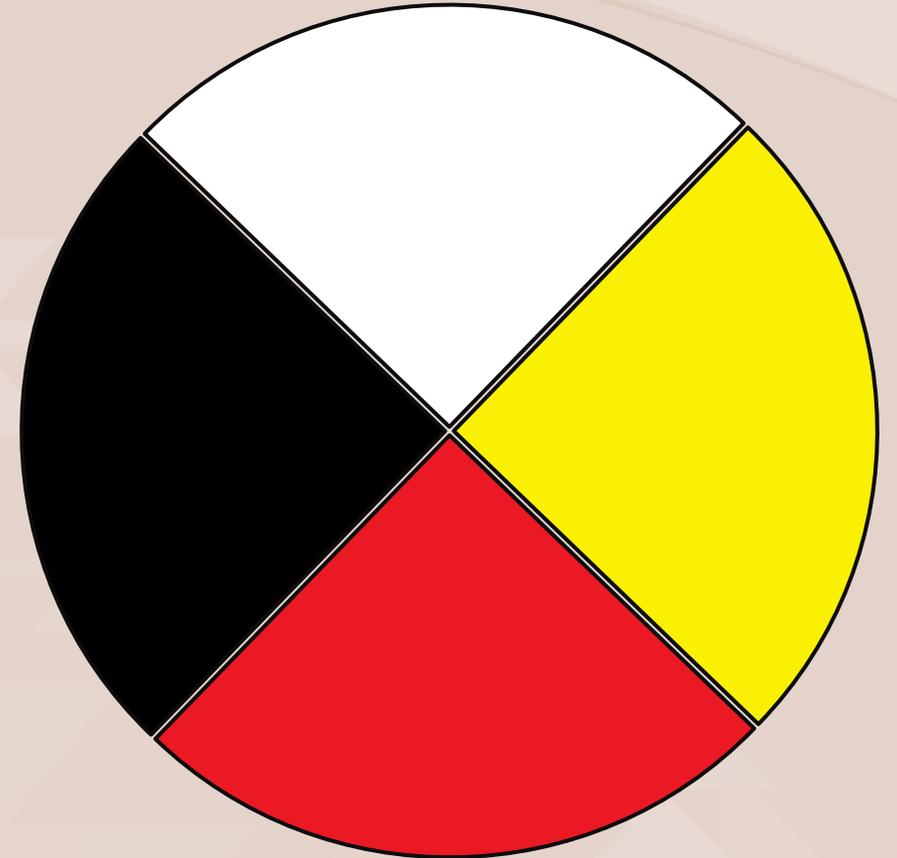
- Active listening
 - ***Learn by Listening***
- Ask the right questions (Open-ended)
- Take a moment to pause in your busy day and listen to the patient's story
 - Build trust and connections so patients open up and share
- Native people are resilient
 - Empower our patients to be involved and take control over their health and treatment plans
- Encourage the presence of family members/relatives in the care setting
 - Especially for our elders and youth



Empowering Staff

LISTEN to LEARN

- Empathy, two-way communication, and eye-to-eye contact
- **Holistic approach and considering broader needs:**
 - Think beyond the medical setting including:
 - Emotional, spiritual, mental health, environmental, social factors, medical literacy.
- Use laymen terms when discussing complex medical terminology





Ask Open-Ended Questions



1. What do **you** call your problem? What name does it have?
2. What do **you think** has caused your problem? Why do you think it started when it did?
3. What do **you think** your sickness does to you? How does it work?
4. What do you fear the most about your sickness?
5. What are the chief problems your sickness has caused for you?
6. What kind of treatment **do you think you should receive**? What are the most important results you hope to receive from this treatment?



Benefits of a PCC Model

- **Person- and Family-centered:** Focuses on the whole person — physical, emotional, psychological and spiritual wellbeing, as well as cultural, linguistic and social needs.
- **Continuous:** Dynamic, trusted, respectful and enduring relationships
- **Team-based and Collaborative:** Interdisciplinary teams, including individuals and families, work collaboratively and dynamically toward a common goal of better health.
- **Coordinated and Integrated:** Primary care integrates the activities of those involved in an individual's care, across settings and services.
- **Accessible** for all individuals



Improved patient outcomes, experiences and trust with providers



Barriers and Facilitators of PCC

Barriers/Challenges

To the implementation of person-centered care covered three themes:

- Traditional practices and structures
- Skeptical, stereotypical attitudes from professionals;
- Factors related to the development of person-centered interventions.

Facilitators

- Organizational factors
- Leadership and training
- Enabling attitude and approach by professionals



***Empower your workforce
and engage them
through creating a
culture of person-
centered care at your
facility***





IHS Improving Patient Care and the Patient Centered Medical Home (PCMH)





Key Takeaways

1. Patient is at the heart of the care continuum
2. PCC happens at all stages of care and should take a holistic approach
3. PCC develops strong patient clinician relationships and can improve patient outcomes and experiences
4. Aim to create person-centered culture at your facility
5. Your patient is a person, listen to learn their story



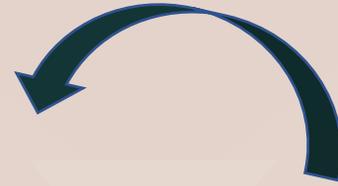
Moment of Reflection/Closing



Listen and consider the
patient's story in their
medical journey



Thank you!



*Please take a moment
to fill out our **brief
survey** and let us know
how we can better
serve you!*



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