Key Takeaways
Engaging Your Workforce

What is patient-centered care?
• Mission and values aligned with patient goals
• Care is collaborative, coordinated, accessible
• Physical comfort and emotional wellbeing are top priorities
• Patient and family viewpoints are valued
• Patient and family are included in decisions
• Family is welcomed in the care setting
• Full transparency and fast delivery of information

Disease-Centered Care vs. Patient Centers Care (Alliance for Patient Access, AfPA)

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<thead>
<tr>
<th>Disease-Centered Care</th>
<th>Patient-Centered Care</th>
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<tbody>
<tr>
<td>Defines Patients by disease</td>
<td>Treats patients as individuals</td>
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<td>Sorts patients into rigid treatment pathways</td>
<td>Relies on a strong clinician–patient relationship build on trust and shared decision making</td>
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<td>Takes a one-size-fits-all approach based on the lowest cost care</td>
<td>Gives patients and health care providers a voice in treatment decisions</td>
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<td>Patients leave sick, frustrated, more likely to need emergency health care services</td>
<td>Promotes: patient collaboration, personalized treatment, integrated and coordinated care</td>
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<td>Results in better health outcomes, satisfied patients, lower costs</td>
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Patient Centered Care (PCC) in American Indian/Alaska Native Context:
• Native people have been practicing key elements of “PCC” for generations.
• Traditional healing incorporates social, moral, environmental contributions & causes of health concerns.
• Healing is done by the patient and that every person has a responsibility for his or her proper behavior and health.
• Healers as facilitators to help patients heal themselves

Importance of PCC in American Indian Alaska Native 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

Strategies for Empowering Patients

- 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 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

Listen to Learn: Strategies for Empowering Staff

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