



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)

Disease-Centered Care	Patient-Centered Care
Defines Patients by disease	Treats patients as individuals
Sorts patients into rigid treatment pathways	Relies on a strong clinician-patient relationship build on trust and shared decision making
Takes a one-size-fits-all approach based on the lowest cost care	Gives patients and health care providers a voice in treatment decisions
Patients leave sick, frustrated, more likely to need emergency health care services	Promotes: patient collaboration, personalized treatment, integrated and coordinated care
	Results in better health outcomes, satisfied patients, lower costs

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?

