



I Congresso da Sociedade Brasileira
para a Qualidade do Cuidado
e Segurança do Paciente -SOBRASP

Segurança do Paciente como direito: reduzir riscos com a contribuição de todos

5, 6 e 7 de junho de 2019 - Windsor Oceânico - Rio de Janeiro

PROMOÇÃO DA AUTONOMIA DO PACIENTE: QUAIS OS DESAFIOS E COMO SUPERÁ-LOS?

por Ronaldo Behrens

SHARED DECISION MAKING

By David Veroff, Amy Marr, and David E. Wennberg

Enhanced Support For Shared Decision Making Reduced Costs Of Care For Patients With Preference-Sensitive Conditions

DOI: 10.1377/hlthaff.2011.0941
HEALTH AFFAIRS 32,
NO. 2 (2013): 285-293
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The People-to-People Health
Foundation, Inc.

International Journal for Quality in Health Care 2011; Volume 23, Number 5, pp. 531-537
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10.1093/ijqhc/mar008

Patient centredness and quality improvement efforts in hospitals: rationale, measurement, implementation

OLIVER GROENE

Department of Health Services Research & Policy, Faculty of Public Health and Policy London School of Hygiene & Tropical Medicine, London, UK

Address reprint requests to: Oliver Groene, Department of Health Services Research & Policy, Faculty of Public Health and Policy, London School of Hygiene & Tropical Medicine, 15-17 Tavistock Place, London WC1H 9SH, UK. Tel: +44-20-7927-2432; Fax: +44-20-7927-2701; E-mail: oliver.groene@lshtm.ac.uk

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HAS

HAUTE AUTORITÉ DE SANTÉ

ÉTAT DES LIEUX

Patient et professionnels de santé : décider ensemble

Concept, aides destinées aux patients et
impact de la « décision médicale partagée »

Octobre 2013

CONSUMER PERSPECTIVES ON PATIENT EXPERIENCE 2018

JASON A. WOLF, PH.D., CPXP, PRESIDENT



THE BERYL
INSTITUTE

EVIDENCE & POTENTIAL

By Kristin L. Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Bechtel, and Jennifer Sweeney

Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies

DOI: 10.1377/hlthaff.2012.1133
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NO. 2 (2013): 223-231
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REFLECTION

From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider

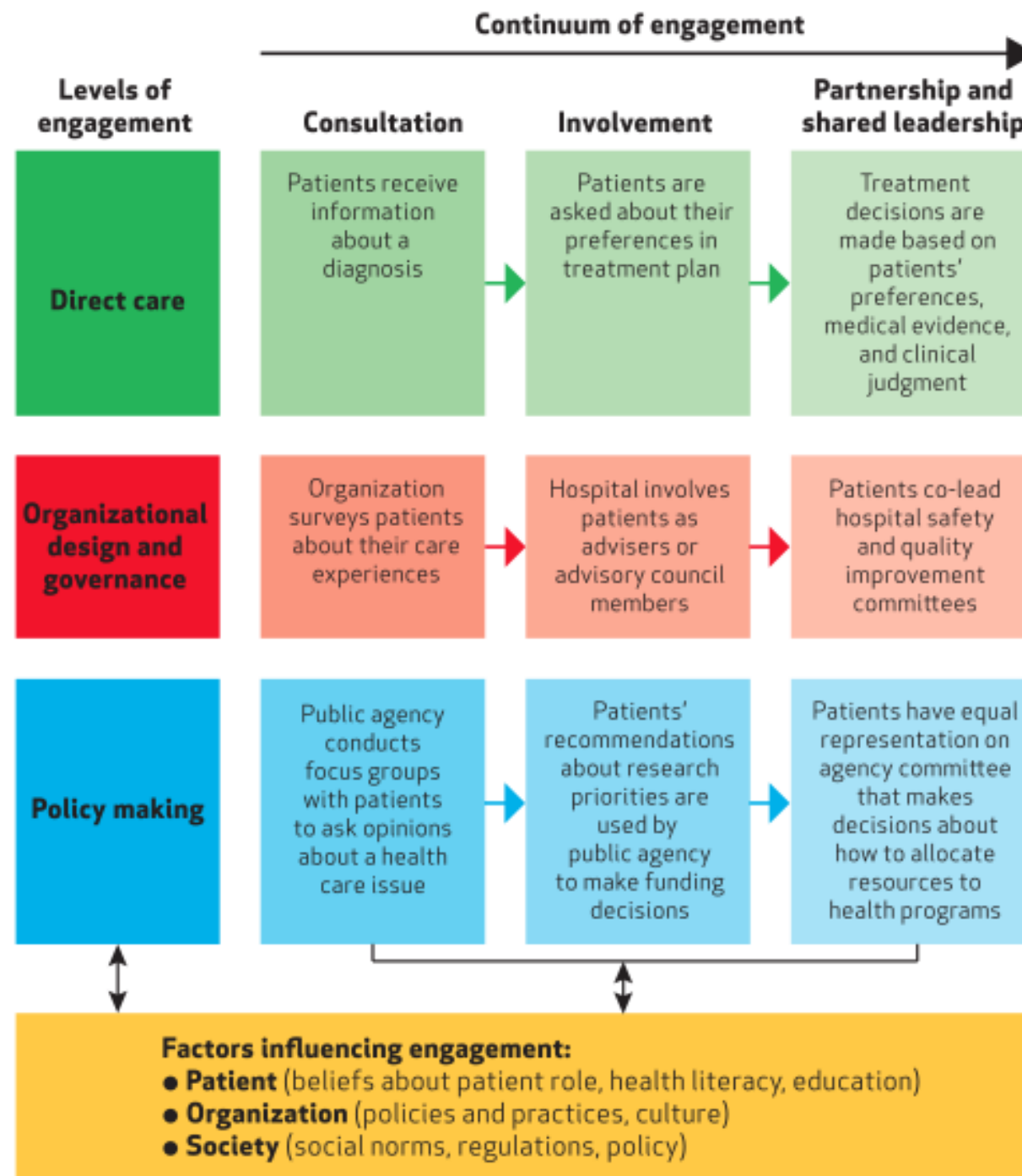
Thomas Bodenheimer, MD¹
Christine Sinsky, MD^{2,3}

ANNALS OF FAMILY MEDICINE • WWW.ANNFAMMED.ORG • VOL. 12, NO. 6 • NOVEMBER/DECEMBER 2014



Paciente deve deixar de ser **OBJETO** e passar

a ser **SUJEITO** na relação



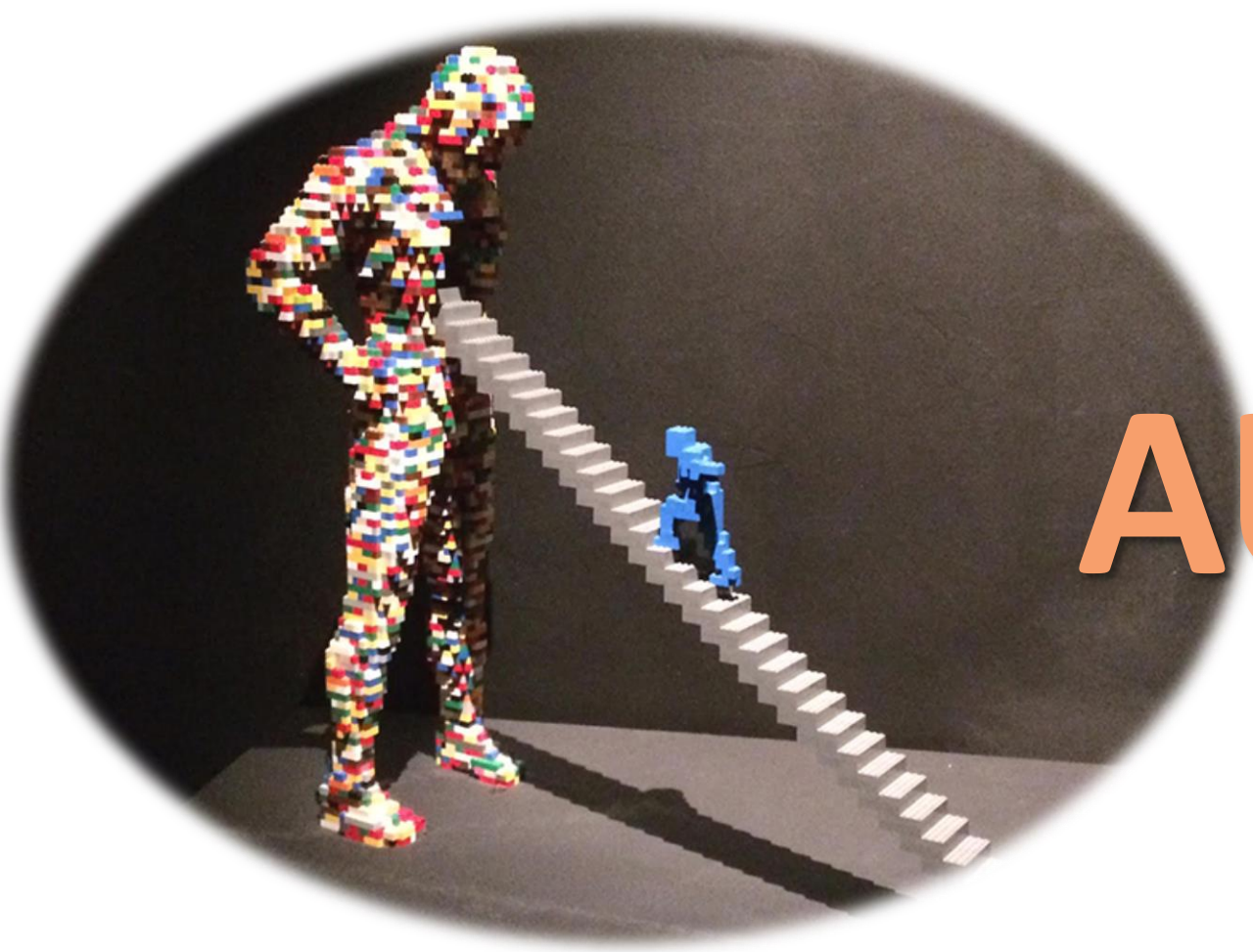
Slide de Marcelo Alves Alvarenga

Fonte: Patient and family engagement: a framework for understanding the elements and developing interventions and policies. Health Aff 2013; 32(2): 223-31.

Perspectiva do consumidor

		Extremely Important	Very + Extremely Important	Type
1	Listen to you	71%	95%	People
2	Communicate clearly in a way you can understand	67%	95%	People
3	Treat you with courtesy and respect	65%	95%	People
4	Give you confidence in their abilities	64%	94%	People
5	Take your pain seriously	63%	93%	People
6	A healthcare environment that is clean and comfortable	62%	94%	Place
7	Provide a clear plan of care and why they are doing it	59%	93%	People
8	Ask questions and try to understand your needs and preferences	56%	92%	People
9	The ability to schedule an appointment or procedure within a reasonable time period	52%	93%	Process
10	A discharge/check out process in which your treatment plan and/or next steps in care are clearly explained	52%	92%	Process

EXPECTATIVAS DOS USUÁRIOS



AUTONOMIA

O QUE É?



Autodeterminação, regulação dos interesses próprios e independência, excluindo influência de fatores exteriores, coação psíquica ou física e, ainda, incapacidade que reduza ou mesmo impeça o poder de decisão.

Leonor Duarte Almeida e Maria do Céu Machado –
Rev. Bioética, 2010; 18(1)

REQUISITOS

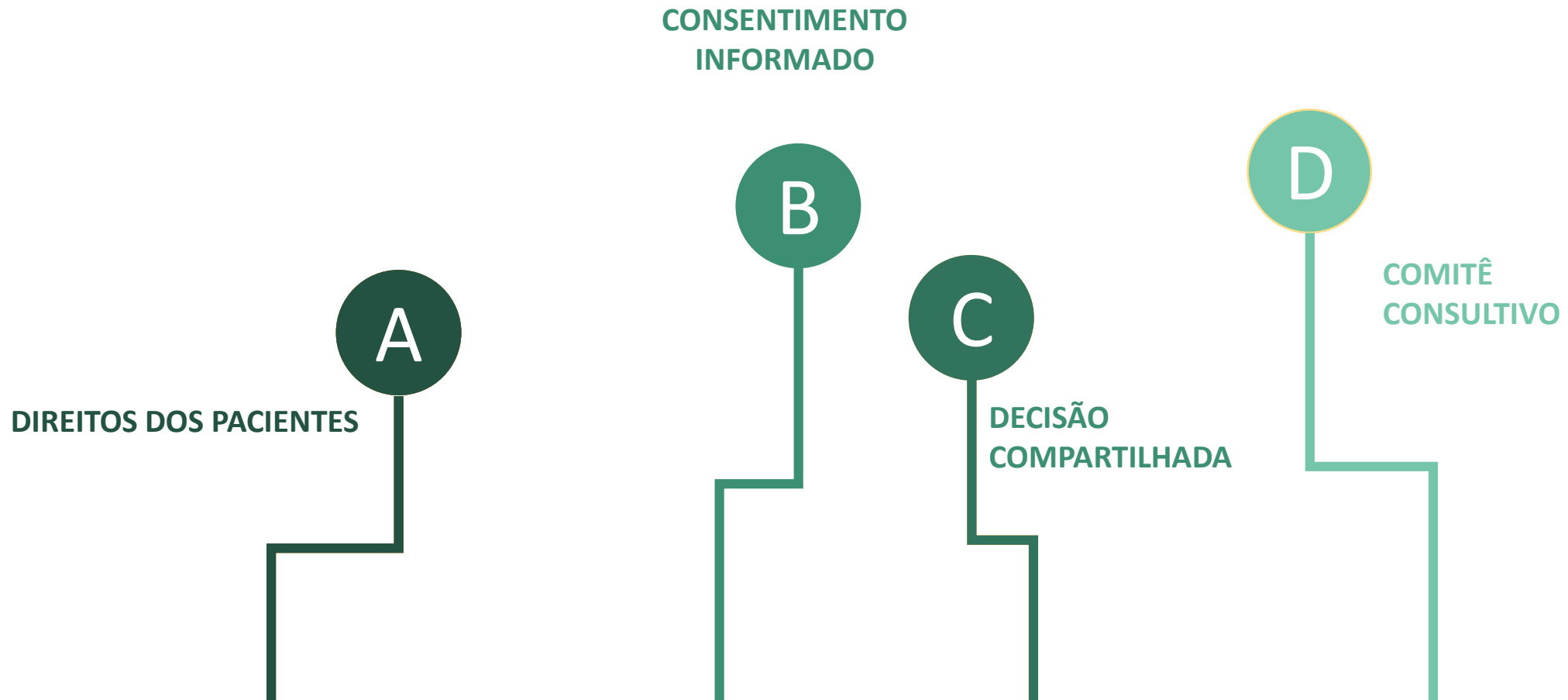


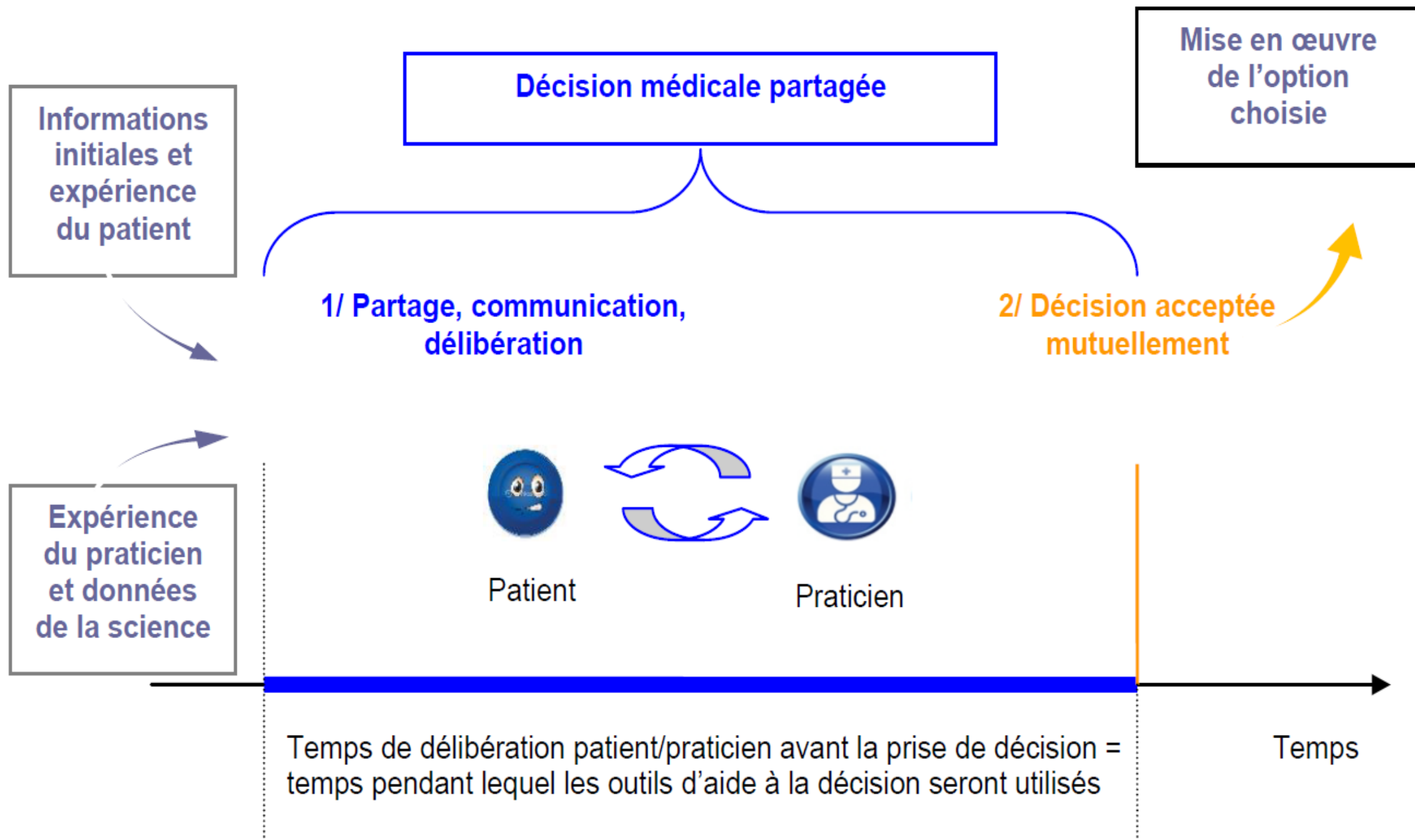
COMPREENSÃO

INTENÇÃO

AUSÊNCIA DE
INFLUÊNCIAS
CONTROLADORAS

FORMAS DE MANIFESTAÇÃO







OLHAR PELO

OLHAR DO

OUTRO

GENTILEZA

+ GERA 𐌺

GENTILEZA



r.behrens@portugalvilela.com.br