

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: 10.3377/hithaff.2011.0941 HEALTH AFFAIRS 32, NO. 2 (2013): 285-293 02013 Project HOPE— The People to Feople Health

International Journal for Quality in Health Care 2011; Volume 23, Number 5: pp. 531–537 Advence Access Publication: 22 August 2011 10.1093/intqhc/mar058

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

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Accepted for publication 1 August 2011



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

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 HEALTH AFFAIRS 32, NO. 2 (2013): 223–231 ©2013 Project HOPE— The People-to-People Health Foundation, Inc.

REFLECTION

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

Thomas Bodenbeimer, 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

Continuum of engagement Levels of Partnership and Consultation Involvement shared leadership engagement Patients receive Patients are Treatment information asked about their decisions are preferences in about a made based on diagnosis treatment plan patients' preferences, Direct care medical evidence. and clinical judgment Organization Hospital involves Patients co-lead Organizational surveys patients patients as hospital safety design and about their care advisers or and quality advisory council experiences improvement governance members committees Patients' Patients have equal Public agency recommendations representation on conducts about research agency committee focus groups that makes priorities are with patients Policy making used by decisions about to ask opinions public agency how to allocate about a health to make funding care issue resources to health programs decisions Factors influencing engagement: Patient (beliefs about patient role, health literacy, education) Organization (policies and practices, culture) Society (social norms, regulations, policy)

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

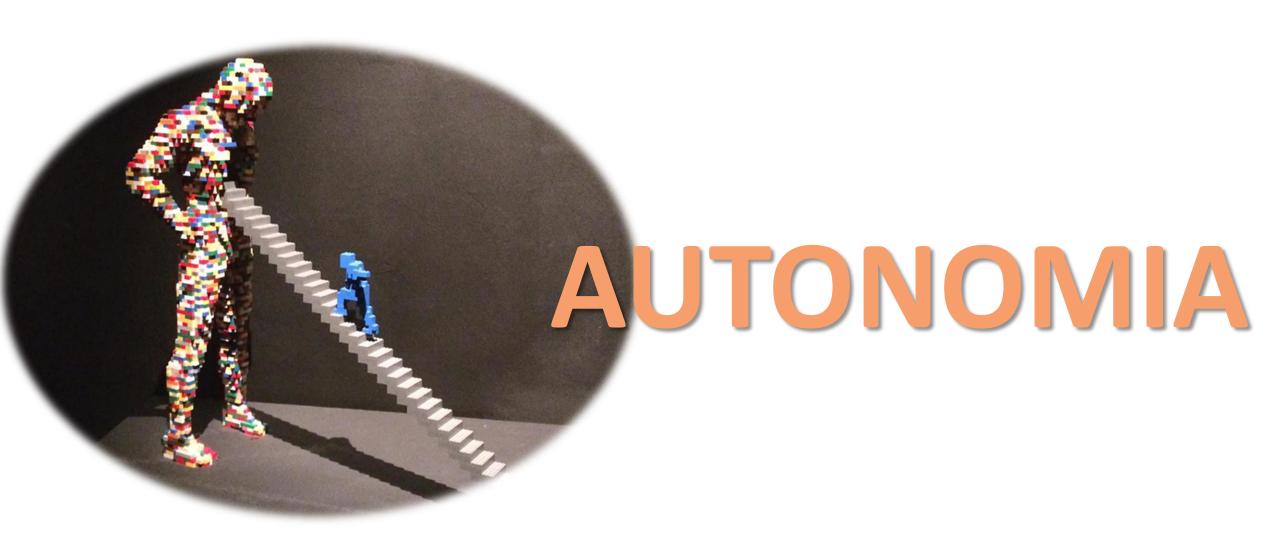
Consumuoi		Important	Extremely Important	Туре
1	Listen to you	71%	95%	People
2	Communicate clearly in a way you can understand	67%	95%	People
3	Treat you with courtesy and respect	65%	95%	People
4	Give you confidence in their abilities	64%	94%	People
5	Take your pain seriously	63%	93%	People
6	A healthcare 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



Fonte: Consumers Perspectives on Patiente Experience – 2018 Jason Wolf, PhD, CPXP, President

Extremely

EXPECTATIVAS DOS USUÁRIOS



O QUE É?



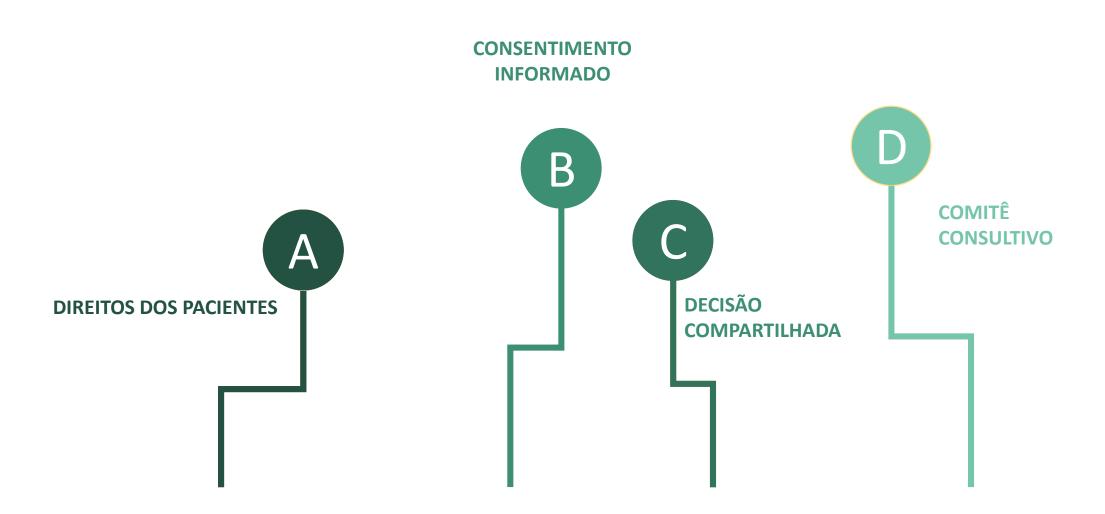
Autodeterminação, regulação dos interesses próprios e independência, excluindo influência de fatores exteriores, coação psíquica ou física e, ainda, incapacidade que reduza ou mesmo impeça o poder de decisão.

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

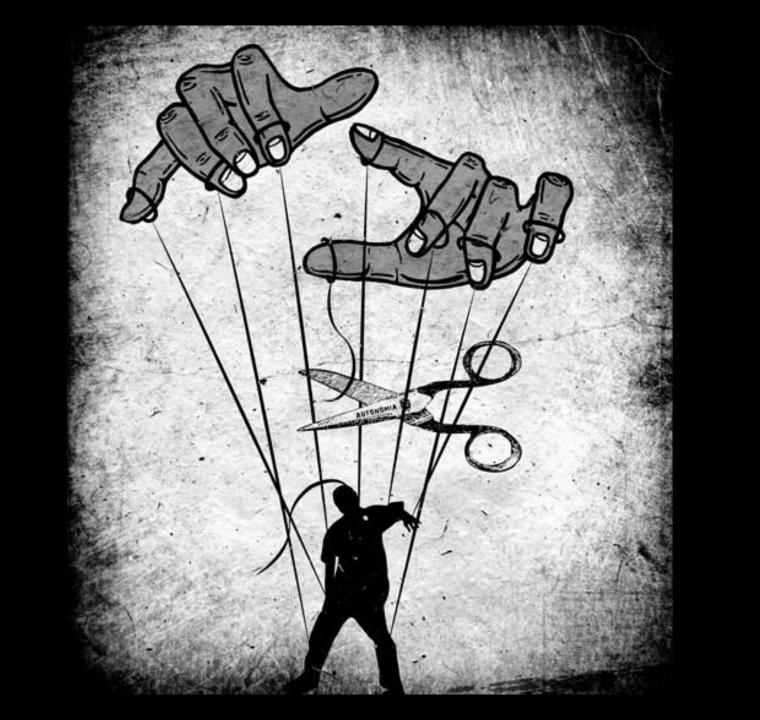
REQUISITOS



FORMAS DE MANIFESTAÇÃO



Mise en œuvre de l'option Décision médicale partagée choisie **Informations** initiales et expérience du patient 1/ Partage, communication, 2/ Décision acceptée délibération mutuellement 0.0 **Expérience** du praticien et données Patient Praticien de la science Temps de délibération patient/praticien avant la prise de décision = Temps temps pendant lequel les outils d'aide à la décision seront utilisés

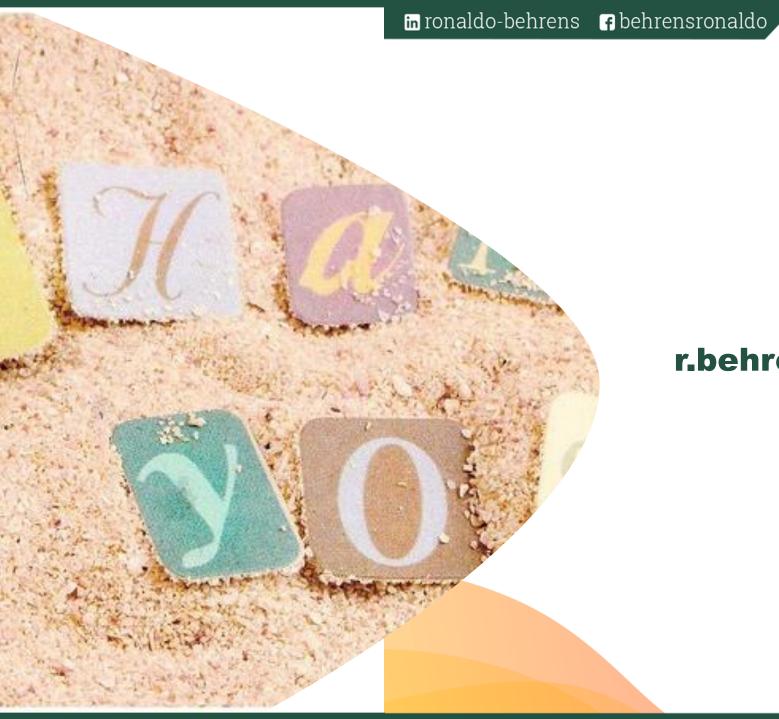


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