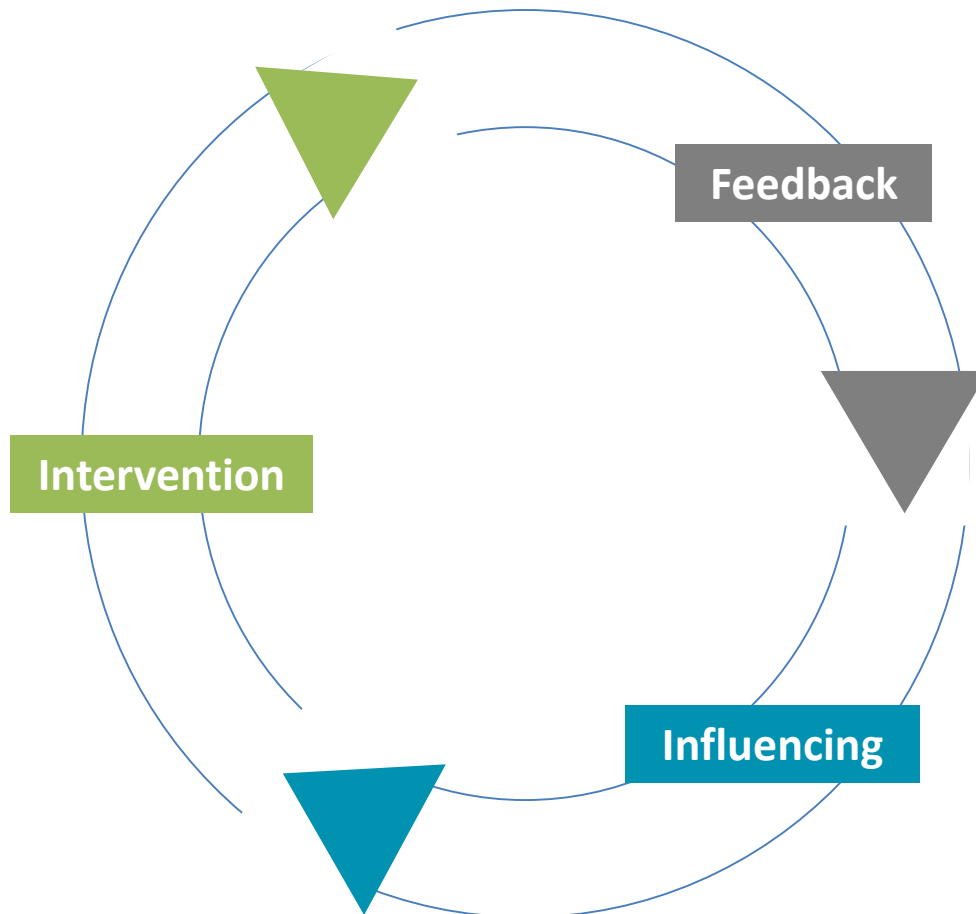


“Improving the quality of healthcare using the experiences and competencies of patients: Are we ready?”

3 elements that create a virtuous cycle on Patient Involvement



Intervention

Patient empowerment during treatment or healthcare needs

Feedback

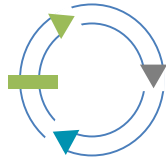
Patient feedback in healthcare

Influencing

Patient ability to influence strategies or decisions at a broader level

Peer Support

Intervention



Learning from other patients' similar experiences

Patient Pathway

- Day 1: See Doctor
- Day 4: See Nurse
- Day 8: **Meet former patient**
- Day 12: Operation
- Day 45: **Former patient visited me**

Mirror Conversations

Feedback



Patient satisfactory request/feedback tool

- **Scheduled meetings** with discharged patients and healthcare professionals
- **“Put yourself in the patient’s shoes”**
- Identifying improvement potential in the local department with the patients
- **Action plans** for improvement

Patient Council

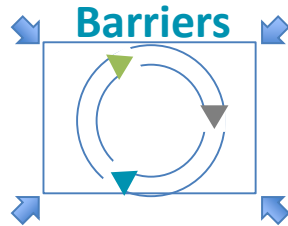
Influencing



An institution within each Hospital that gives patients a voice

- Obligatory since 1996
- Meets the board regularly
- **Advise the care provider** on e.g. budget, policies and quality
- The board must follow the advice or justify why not
- **Engages with patients and other organizations**
- Voluntary membership

Low Literacy Programs



Low literacy as a barrier for patient involvement?!

Low literacy



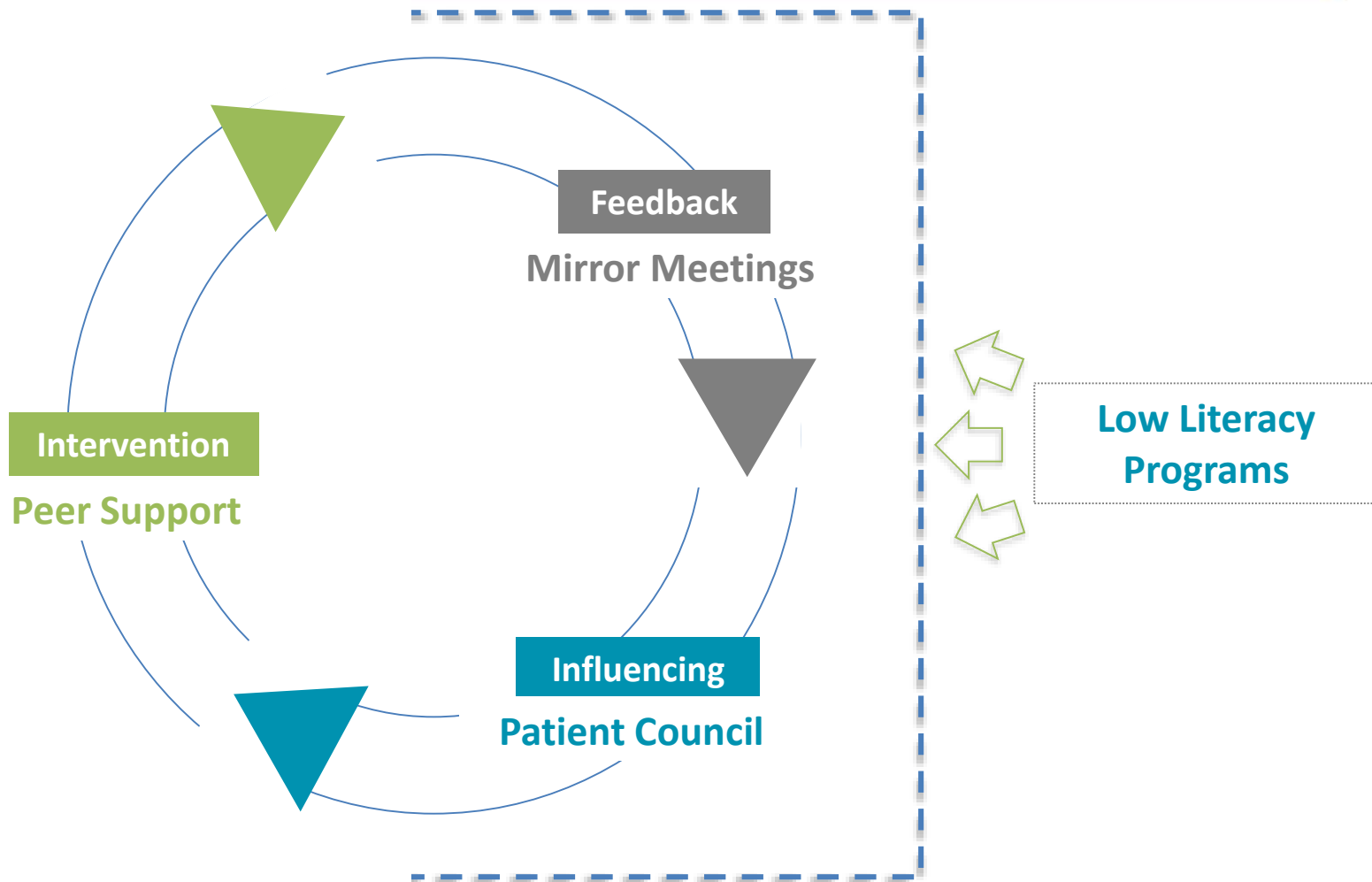
Low health skills



Poorer outcomes/
higher death rates

Less
participation

Are You Ready to Involve Me?



The Netherlands is!



Cecile Heerdeggen Lath



Lea Kalda



Pirjo Lehtomäki



Anne Herbrich



Olga Dmitrijeva



André Ramos



Nerea Gutierrez



Carolina Bergerum



Fiona Langworthy

