

Creating Participatory Spaces to Improve Healthcare

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- “The NHS... needs to evolve to meet new challenges”
- Different models of care
- Empowering patients, citizens & engaging communities

Abstract

Citizens across the world are increasingly called upon to participate in healthcare improvement. It is often unclear how this can be made to work in practice. This 4-year ethnography of a UK healthcare improvement initiative showed that patients used elements of organizational culture as resources to help them collaborate with healthcare professionals. The four elements were: (1) organizational emphasis on non-hierarchical, multidisciplinary collaboration; (2) organizational staff ability to model desired behaviours of recognition and respect; (3) commitment to rapid action, including quick translation of research into practice; and (4) the constant data collection and reflection process facilitated by improvement methods.

Key words

Patient and public involvement (PPI), quality improvement, organizational culture, healthcare, community participation

PATIENT AND PUBLIC INVOLVEMENT IN HEALTHCARE QUALITY IMPROVEMENT

How organizations can help
patients and professionals
to collaborate

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Optimizing patient involvement in quality improvement

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“Can add an extra dimension to a clinical [improvement] community” (Armstrong, 2013)

Abstract

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Introduction Patient and public involvement in healthcare planning, service development and health-related research has received significant attention. However, evidence about the role of patient involvement in quality improvement work is more limited. We aimed to characterize patient involvement in three improvement projects and to identify strengths and weaknesses of contrasting approaches.

Methods Three case study quality improvement projects were purposively sampled from a broader programme. We used an ethnographic approach involving 126 in-depth interviews, 12 weeks of non-participant observations and documentary analysis. Data analysis was based on the constant comparative method.

Results The three projects differed in the ways they involved patients in their quality improvement work, including their rationales for including patients. We characterized three very different models of patient involvement, which were each influenced by project context. Patients played distinctive roles across the three pro-



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Realising the transformative potential of healthcare partnerships: Insights from divergent literatures and contrasting cases in high- and low-income country contexts[☆]



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ABSTRACT

Partnership is a prominent approach to delivering healthcare globally, with advocates arguing that partnership has distinctive advantages over alternatives such as hierarchies or markets. There is much debate as to whether partnerships represent a distinctive mode of coordination *in practice*, however. Furthermore, despite evidence from diverse settings of the challenges of putting partnerships into practice, there has been little cross-pollination between literature from different fields. We bring together existing literature and two partnership case studies in the contrasting contexts of the UK National Health Service and an internationally-funded health intervention in Cambodia. The case studies were conducted between 2005 and 2008.

Based on our synthesis of the literature, we propose an analytical distinction between instrumental and transformative partnerships, arguing that it is transformative partnerships that can deliver the unique advantages set out in theory. Comparative analysis of the cases illustrates that although both were able to achieve some valuable successes, they fell short of realising their transformative potential. We identify five common issues that impeded or facilitated transformative partnership-working, at micro, meso- and macro-levels: starting conditions; programme set-up; funding asymmetries and interdependence; accountability mechanisms; and relationships and distance from the field. Through systematic comparison we offer a more nuanced understanding of how programmes themselves create particular architectures for partnership, how underlying globalised institutional logics of managerialism promote instrumental partnerships, and how local-level, interpersonal relationships may help to overcome barriers to partnership's transformative potential.

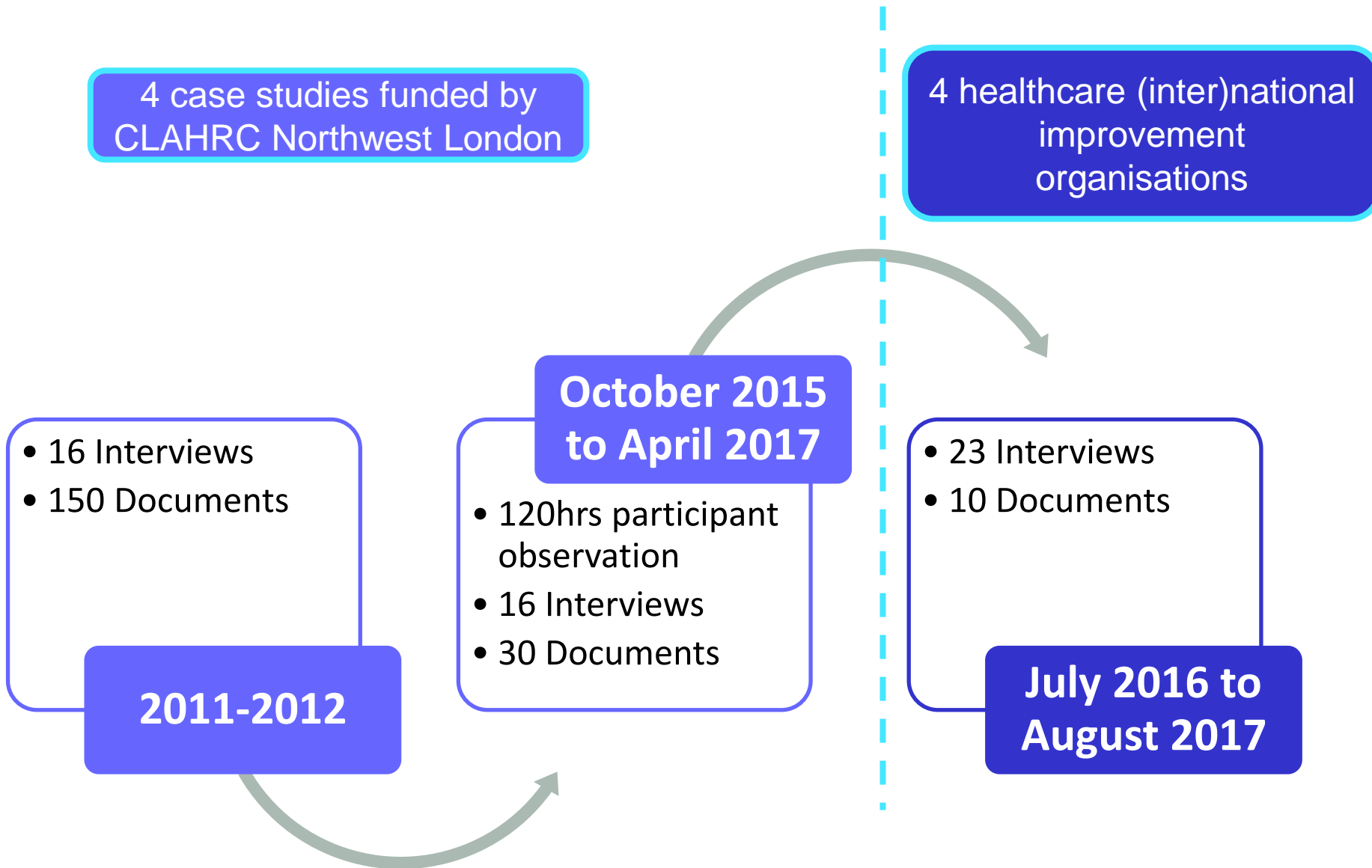
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The aim of this PhD

- To explore how healthcare professionals and patients/public collaborate to improve health services design and delivery



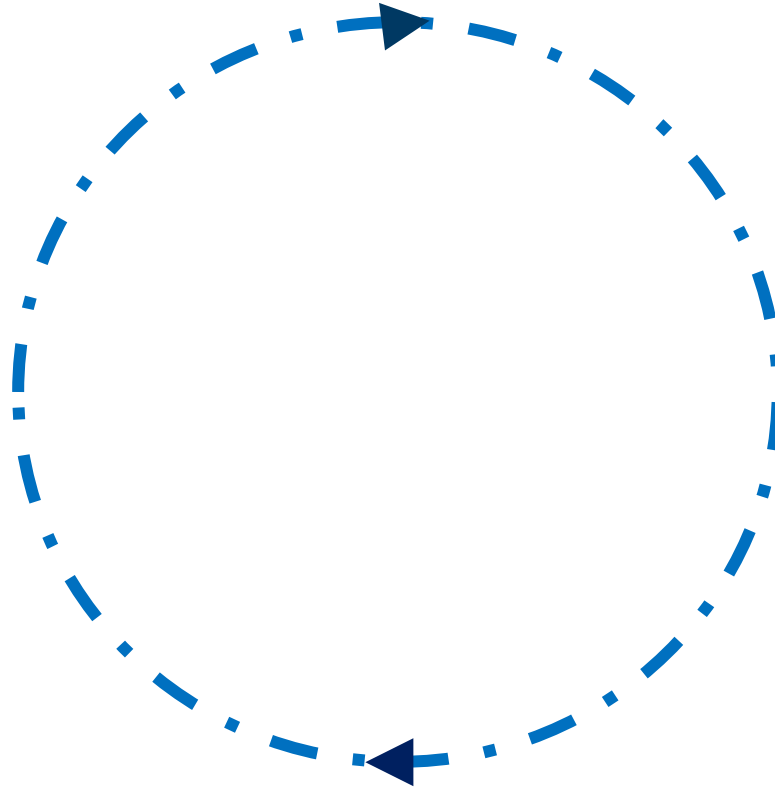
Research Methods



What is the value of patient/public-healthcare professional partnerships?

Creating or spreading innovations

NHS
My
Medication
Passport



New or better
ways of working

Influences how people work in the future

“[our project] got so much interest from one or two people in the CCG that the Head of Engagement... has decided she wants to co-facilitate that with me because she said it’s the most exciting thing she’s seen.”

(Public partner, P20)

“By working with patients as equal partners... my consultation style is a lot less paternalistic than it used to be...”

(Healthcare professional:P9)

Importance of spaces and structures

- Value achieved is influenced by surrounding structures:

“It’s very difficult to get a good group together. We had one.. we invited people, we chaired the first few meetings, we gave them a space but once you’ve left them to their own devices it... peters off”

(Healthcare professional, P7)

- Ownership of the spaces shapes agendas & level of influence of those involved:

“things like ethical standards or confidentiality... it’s all pretty much predetermined from London. Whereas those similar issues are not in the same degree determined from the centre in the cancer [project], and so there’s more opportunity to influence what the pathways are...”

(Patient, P21)

Current implications of this research

- Empower patients, communities & healthcare professionals to co-design and deliver new models of care
- Design spaces that replicate healthcare professional-patient/public partnerships by learning from these micro and meso level interactions

