

# PATIENT CENTRED CARE

PRESENTER:

PROF LIZO MAZWAI

EMERITUS PROFESSOR OF SURGERY AT WALTER SISULU UNIVERSITY

CHAIRMAN OF HEALTH STANDARDS COMPLIANCE BOARD

# INTRODUCTION

- ▶ Definition of Patient Centred Care should be based on philosophical premise that Human Beings are self actualizing. Self realizing and self fulfilling individual and therefore SELF DETERMINING INDIVIDUALS. This translates to the principle of Bio Medical Ethics of Autonomy. The status of being a patient should not remove or in any way diminish this right to self determination.
- ▶ Unfortunately over the years this right has been eroded by the 2 dogmas and the power of technology in diagnosis and treatment of disease and the power of the doctor to know what is good for the patient based on beneficence. This can work against the wishes of an individual who as such is weak and vulnerable and is now a “patient”.

# DEFINITIONS

- ▶ Wikipedia definition originally meant “one who suffers” derived from latin, patiens “v. patior”.
- ▶ Current definition is a person who is under medical care or treatment.
- ▶ Due to the use of a third party provider services the word client or customer for the patient has been used as well, however the relationship between the doctor and patient remains the same.

# INTERNATIONAL EXPERIENCE

- ▶ Before presenting our South African perspective on quality healthcare I would like to share some international experience.
- ▶ **North America**
- Summary of research by the National Research Corporation identified Eight Dimensions of PCC.
  - I. Patients' preferences
  - II. Coordination of Care
  - III. Information and Education
  - IV. Physical Comfort
  - V. Emotional Support
  - VI. Family & Friends
  - VII. Continuity & Transition
  - VIII. Access to Care
- **WHO Publications on Patient Centred Care available on WHO website**

# SOUTH AFRICAN EXPERIENCE CONT...

- **Principles of Batho Pele**
- **Patients Rights Charter**

Your right to dignity, every patient has a right to:

- ▶ Healthy and safe environment
- ▶ Participation in decision-making
- ▶ Access to health care
- ▶ Knowledge of one's health
- ▶ Insurance/medical aid scheme
- ▶ Choice of health services
- ▶ Treated by a named health care provider
- ▶ Confidentiality and privacy
- ▶ Informed consent
- ▶ Refusal of Treatment
- ▶ A second opinion
- ▶ Continuity of cares
- ▶ Complaints about health services

# SUMMARY

- ▶ From the above presentation it is clear that PCC is taking centre stage in the quality of care, whereas in the past the care of patients was always orientated for the benefit of the patient, there was very little participation by the patient and involvement in decision making.
- ▶ The presentations clearly illustrate the essence of PCC at all levels of care, namely hospital, clinic, home and community in a comprehensive approach.
- ▶ This approach emphasizes the ethical dimension of patient autonomy, respect of patient rights and the human spirit of self determination and dignity.