

Can patient empowerment be measured?

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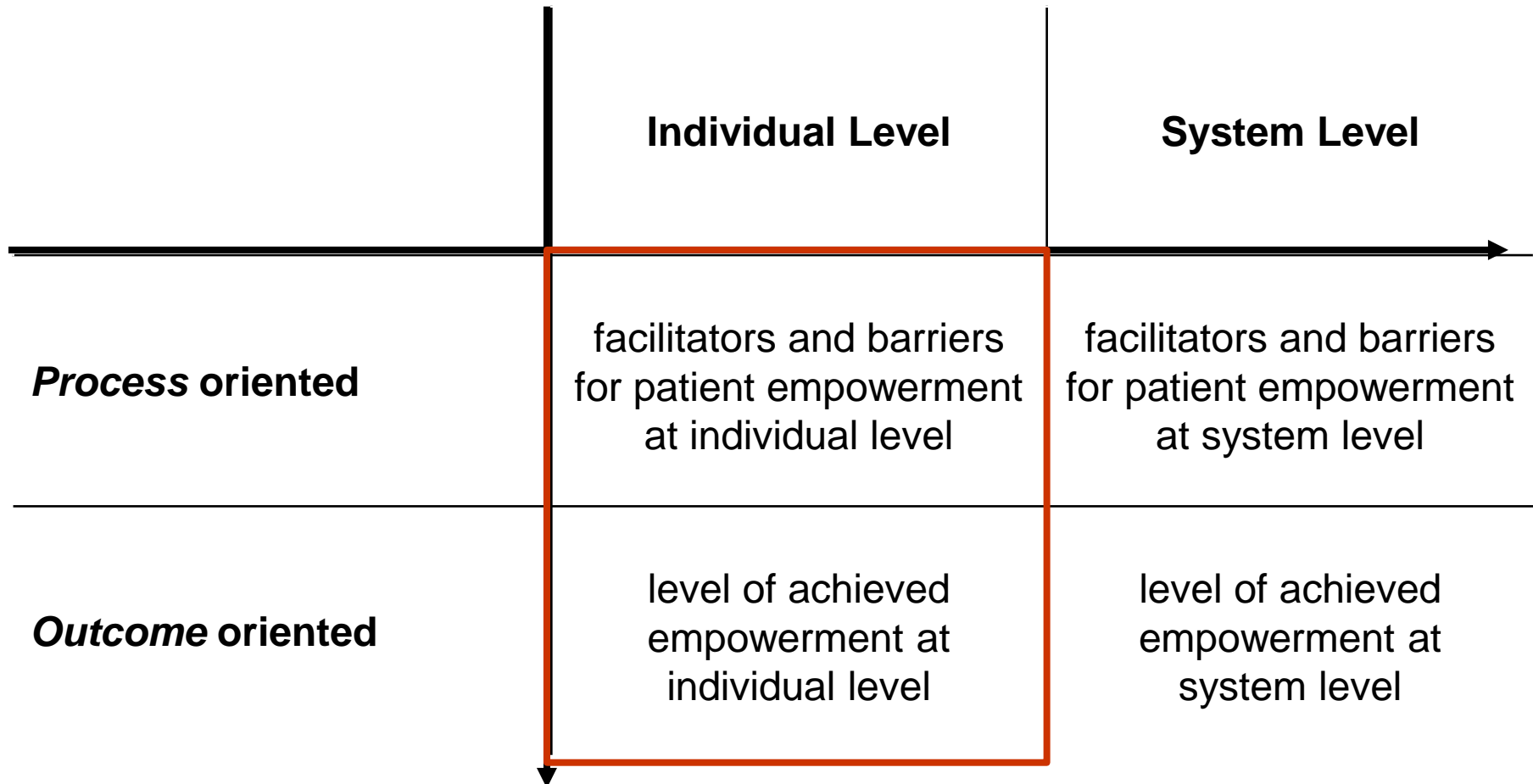
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Aims

- Overview on indicators to assess patient empowerment
- Focus on indicators used in large scale studies / health system comparisons (i.e. WHO, OECD, Commonwealth Fund, Health Consumer Powerhouse,...)
- Discussion: existing gaps, are we measuring the right things?

Measuring Patient Empowerment



Individual Level - Existing Approaches

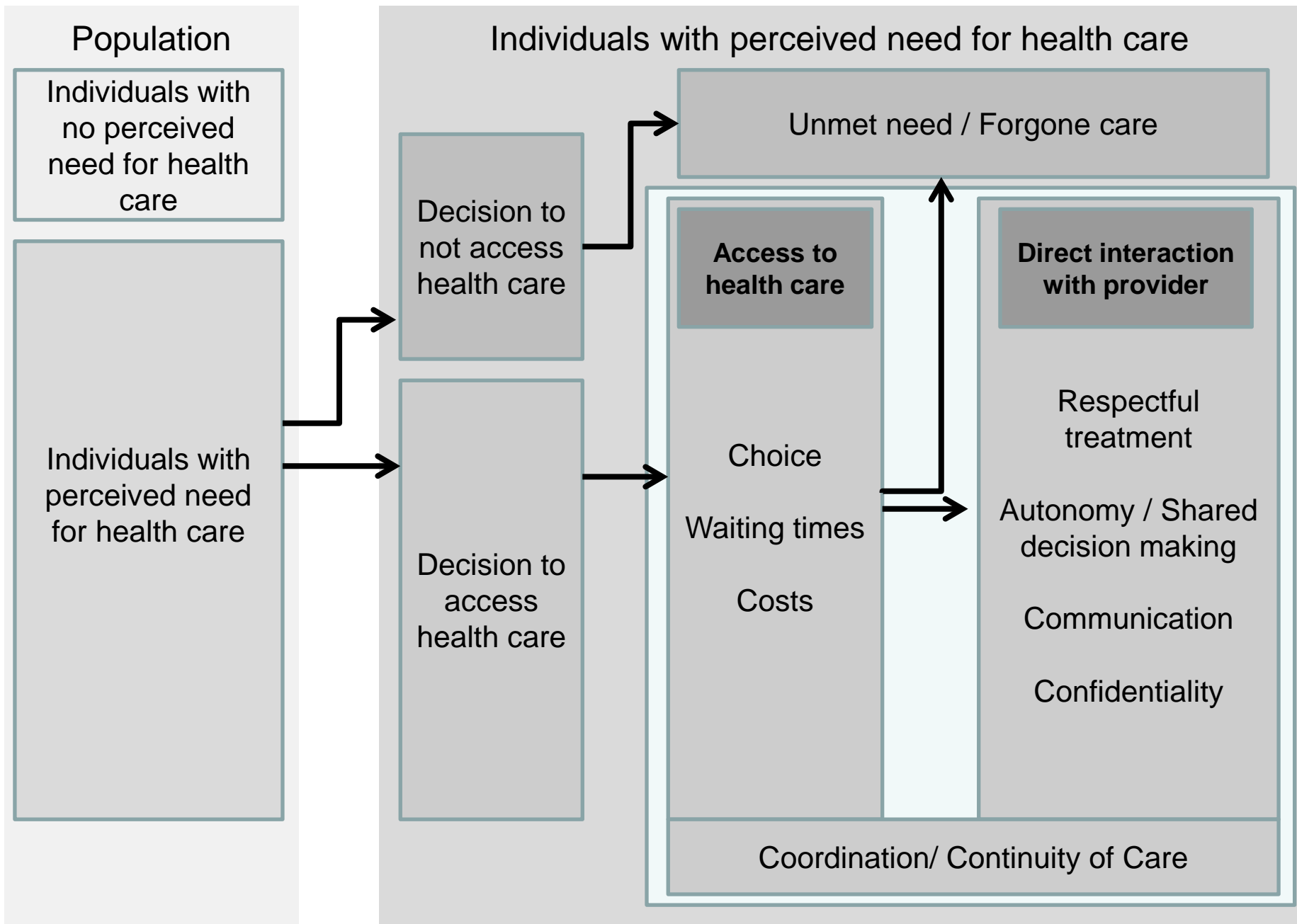
- Patient Empowerment – Part of Health System Performance Assessment/Comparison?

Patient Empowerment – Part of Health System Performance Assessment?

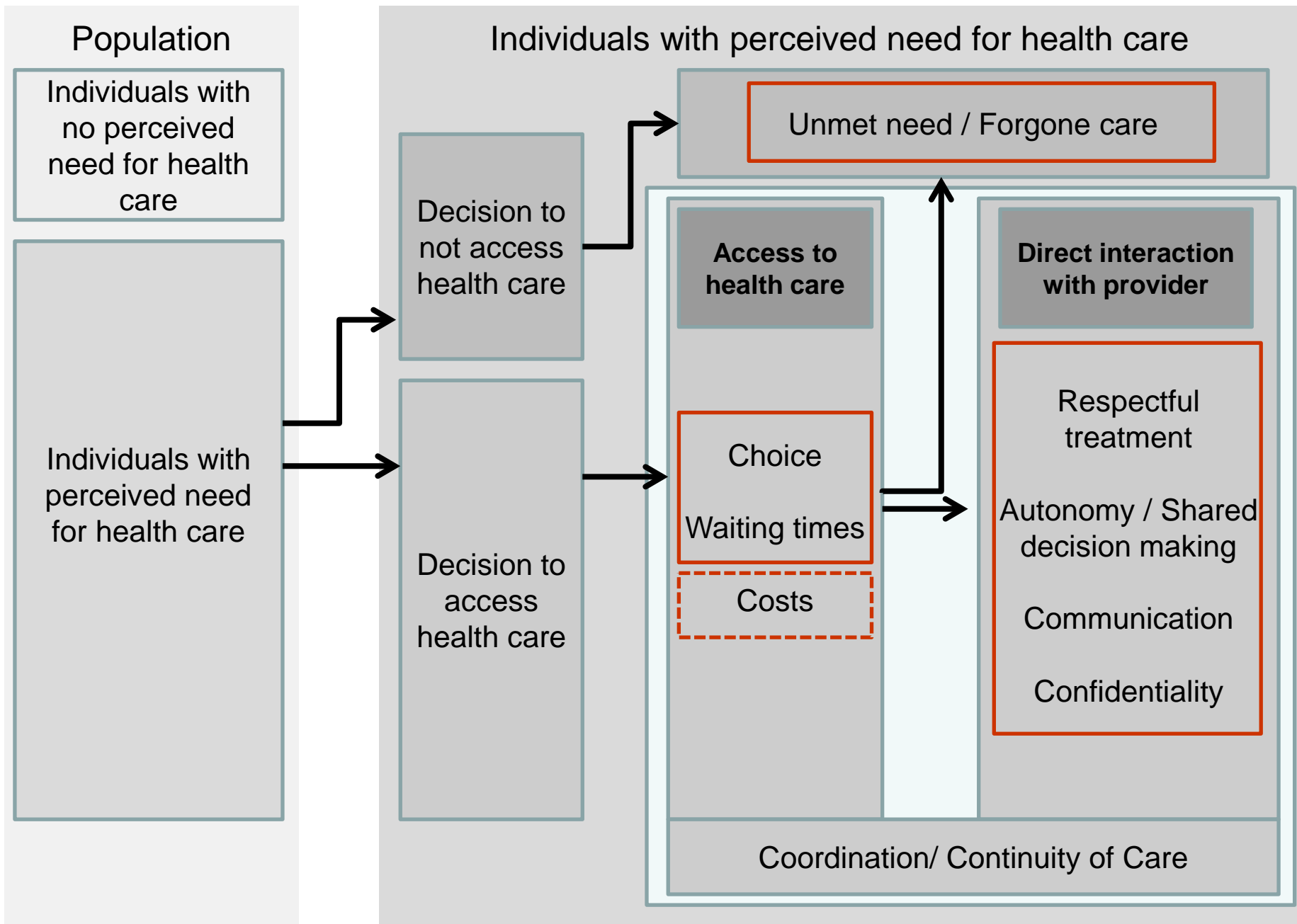
Framework	Aims of Health Care System	Literatur
WHO 2000; WHO Building Blocks	<ul style="list-style-type: none"> • Health: level and distribution • Responsiveness: level and distribution • Fairness in financing • Efficiency 	WHO 2000, WHO 2007
OECD 2001 Performance Framework	<ul style="list-style-type: none"> • Level and distribution of health • Level and distribution of responsiveness and access • Equity • Macro- and microeconomic efficiency 	Hurst and Jee-Hughes (2001)
OECD HCQI	<ul style="list-style-type: none"> • Improving health • Efficiency • Equity <p><i>Indicators: effectiveness, safety, responsiveness/patient-centredness, access, cost/expenditure</i></p>	Arah et al. 2006
Commonwealth Fund	<ul style="list-style-type: none"> • High quality care • Efficient care • Access • System and workforce innovation and improvement • → Long healthy and productive lives 	Commonwealth Fund (2006)

Individual Level - Existing Approaches

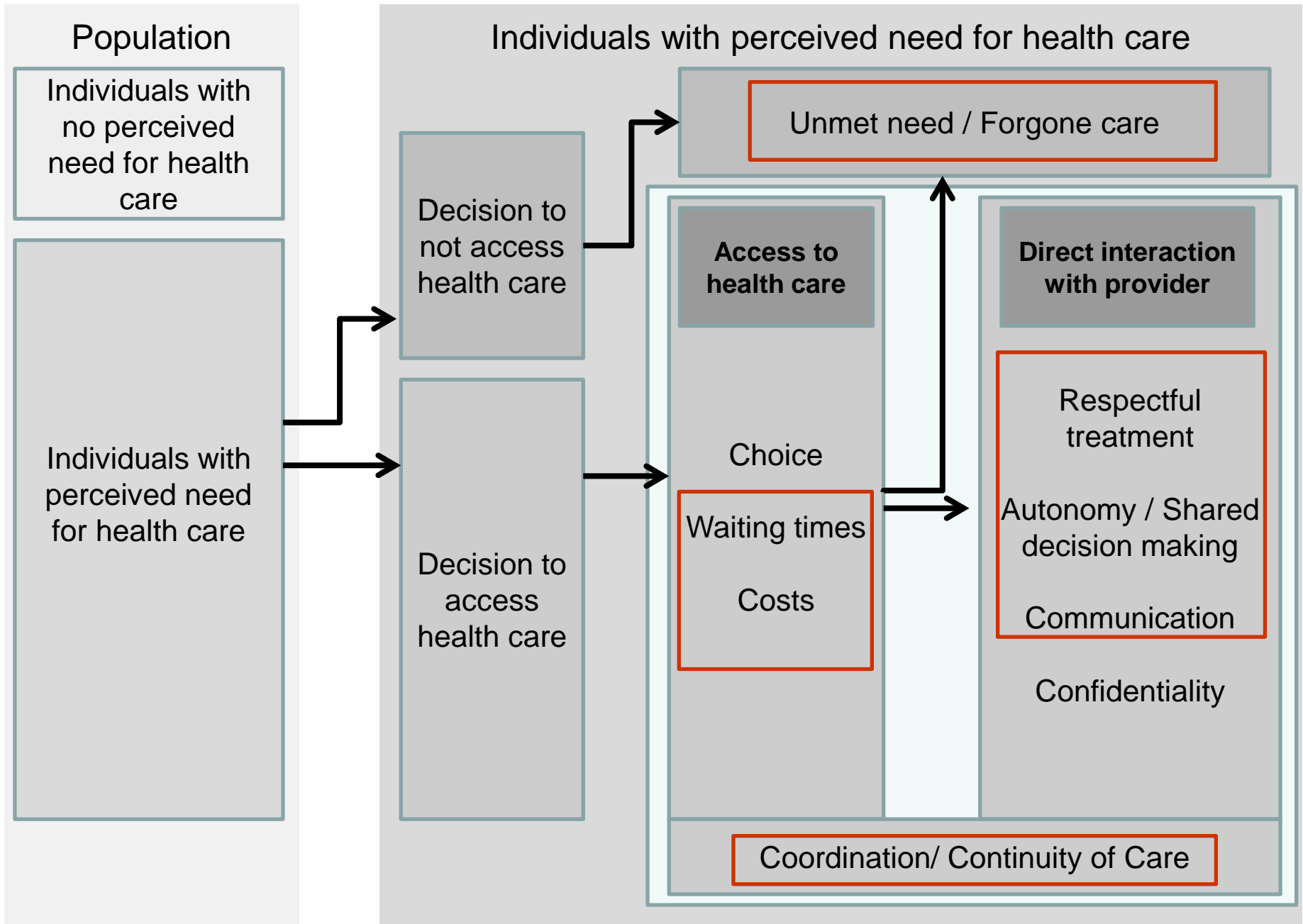
- Patient Empowerment – Part of Health System Performance Assessment/Comparison?
- Which aspects related to patient empowerment are included?



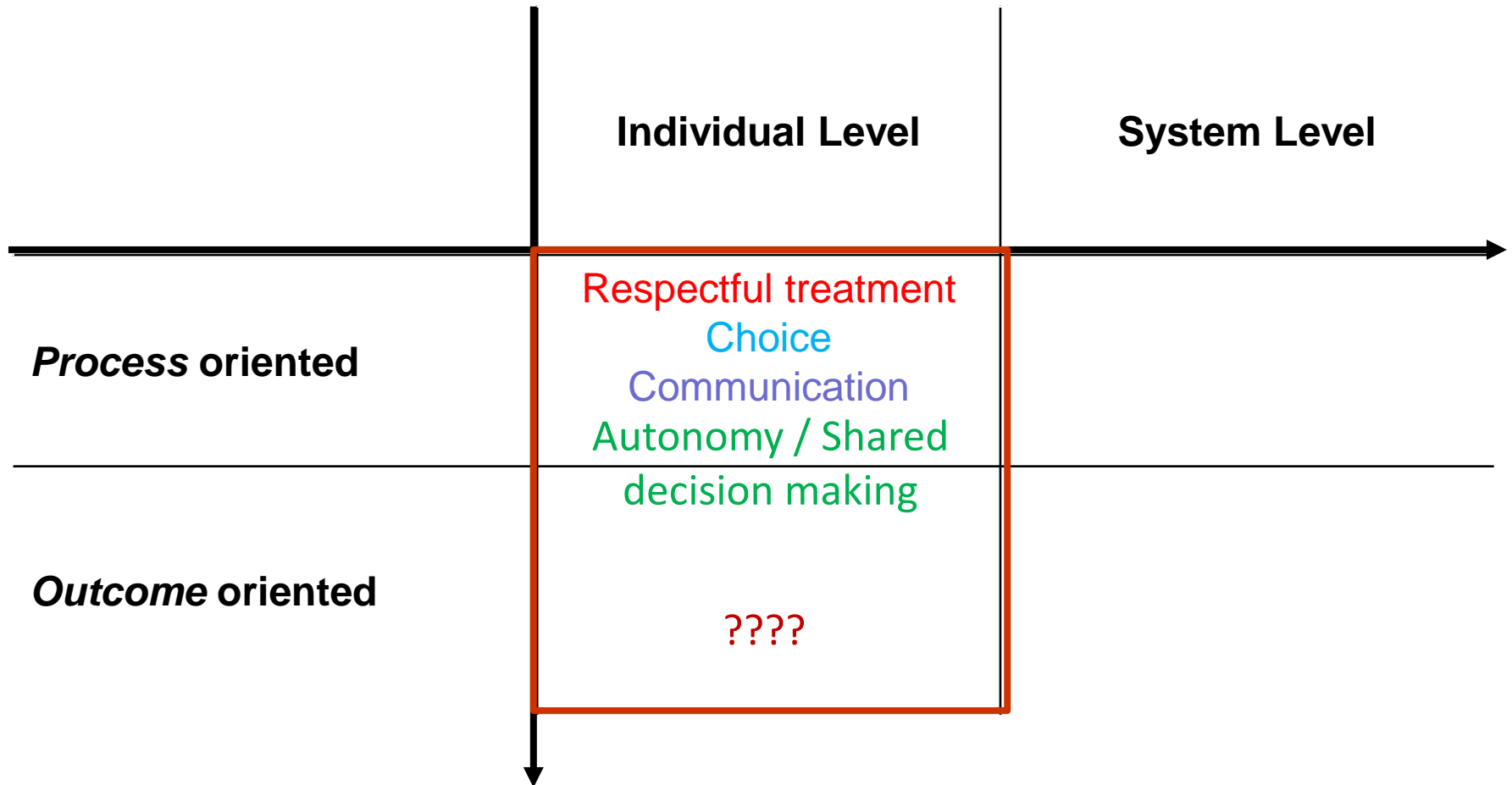
WHO



Commonwealth Fund



Measuring Patient Empowerment



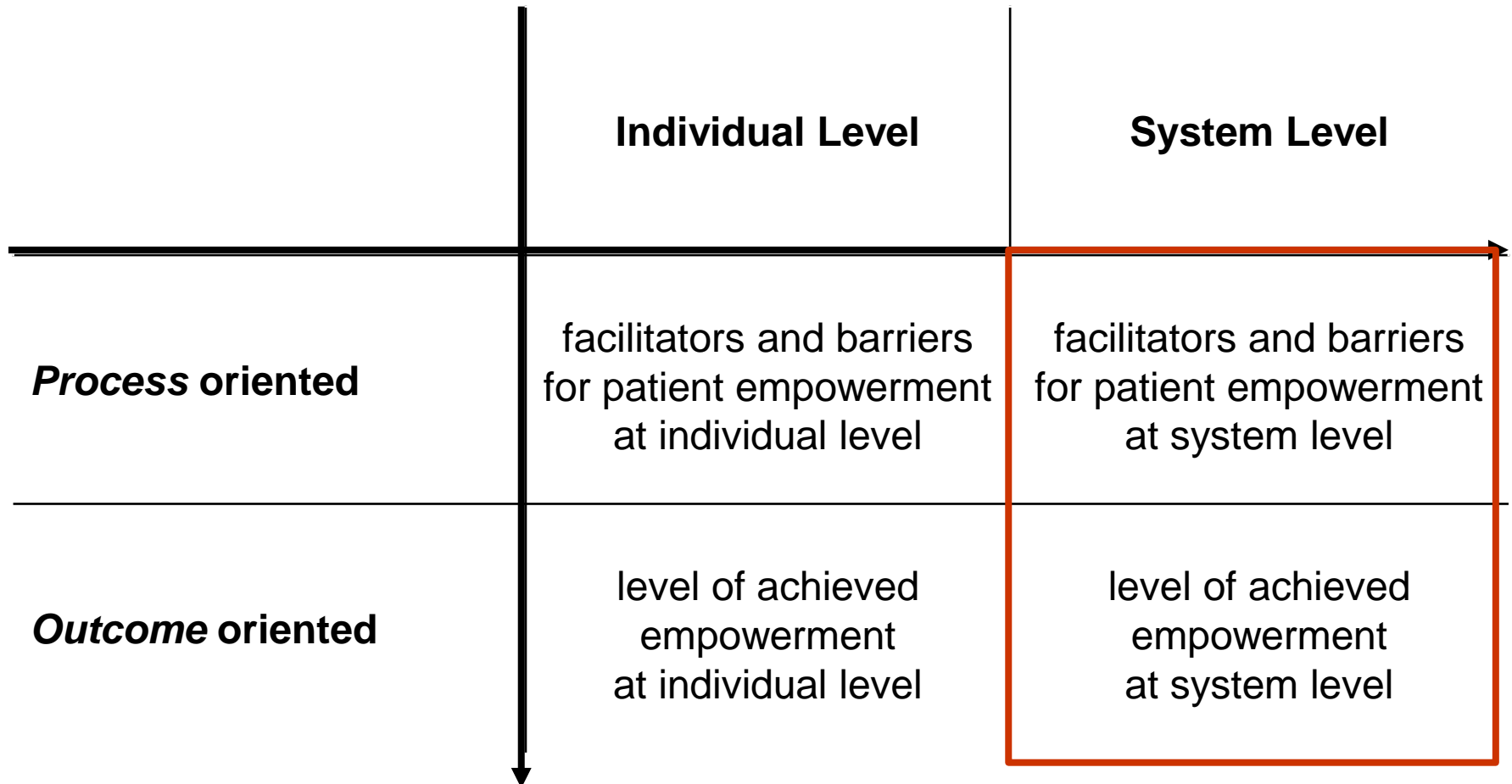
Individual Level - Gaps?

Instrument	Generic / Specific	Reference
Patient Activation Measure	Generic	Hibbard et al. 2005
The Empowerment Scale	Mental healthcare	Rogers et al. 1997
Diabetes Empowerment Scale	Diabetes	Anderson et al. 2000
Patient Enablement Instrument	Generic	Howie et al. 1998

Source: McAllister et al. BMC Health Services Research 2012, 12:157

- Large scale/comparative studies use mainly indicators related to facilitating patient empowerment

Measuring Patient Empowerment



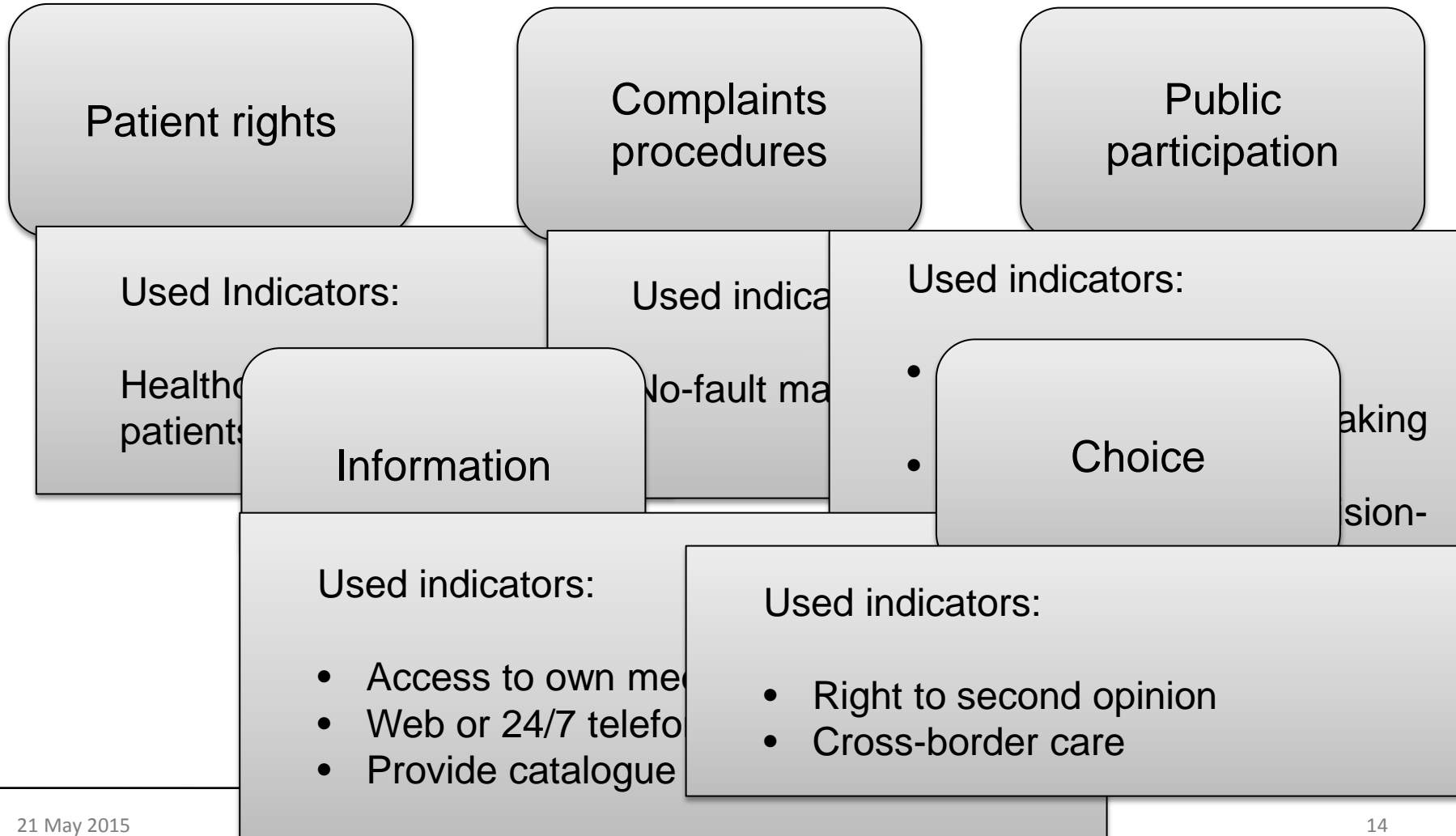
Indicators on system level

2.9 Patient empowerment

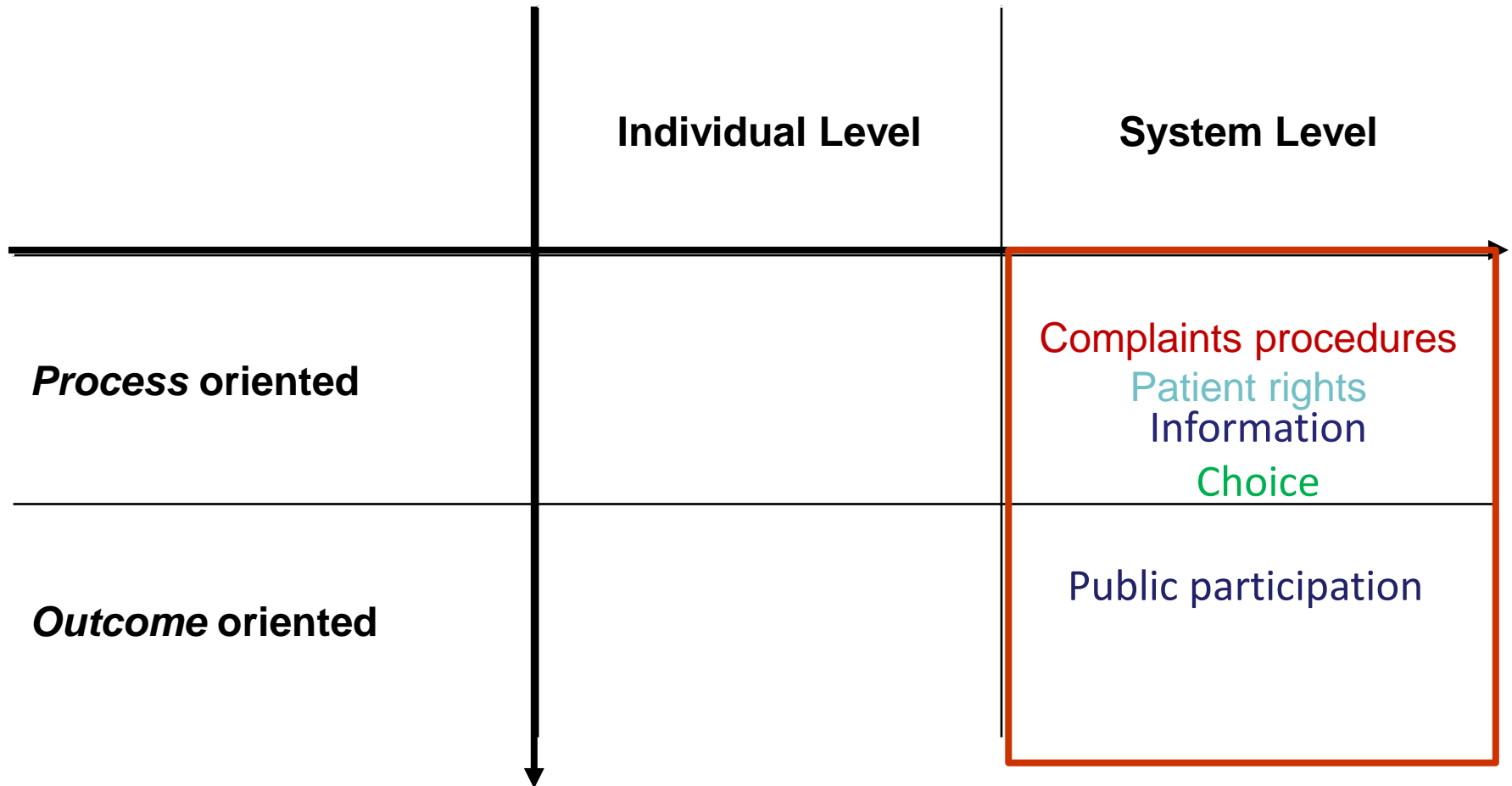
1.1 Healthcare law based on Patients' Rights	Is national HC legislation explicitly expressed in terms of Patients' rights?	Yes	Various kinds of patient charters or similar byelaws	No	European Observatory HiT Reports, http://europatientrights.eu/about_us.html ; Patients' Rights Law (Annex 1 to EHCI report); http://www.healthline.com/galecontent/patient-rights-1 ; http://www.adviceguide.org.uk/index/family_parent/health/nhs_patients_rights.htm ; www.dohc.ie ; http://www.sst.dk/Tilsyn/Individuelt_tilsyn/Tilsyn_med_faglighed/Skaerpet_tilsyn_med_videre/Skaerpet_tilsyn/Liste.aspx ; http://db2.doyma.es/pdf/261/261v1n2a13048764pdf001.pdf ; http://www.bmg.bund.de/praevention/patientenrechte/patientenrechte_gesetz.html
1.2 Patient organisations involved in decision making		Yes, statutory	Yes, by common practice in advisory capacity	No, not compulsory or generally done in practice	Patients' Perspectives of Healthcare Systems in Europe; survey commissioned by HCP 2014. Personal interviews.
1.3 No-fault malpractice insurance	Can patients get compensation without the assistance of the judicial system in proving that medical staff made mistakes?	Yes	Fair; > 25% invalidity covered by the state	No	Swedish National Patient Insurance Co. (All Nordic countries have no1fault insurance); www.hse.ie ; www.hiqa.ie .
1.4 Right to second opinion		Yes	Yes, but difficult to access due to bad information, bureaucracy or doctor negativism	No	Patients' Perspectives of Healthcare Systems in Europe; survey commissioned by HCP 2014. Personal interviews.
1.5 Access to own medical record	Can patients read their own medical records?	Yes, they get a copy by simply asking their	Yes, but cumbersome; can require written	No, no such statutory right.	Patients' Perspectives of Healthcare Systems in Europe; survey commissioned by HCP 2014. Personal interviews; www.dohc.ie .

Source: Björnberg, Euro Health Consumer Index 2014, Consumer Power House 2015.

Indicators on system level



Measuring Patient Empowerment



Summary

- Wide range of indicators to assess facilitators and barriers of patient empowerment exist and are used
- Several scales to assess „patient empowerment“ exist
- Patient empowerment (or related concepts) are hardly measured directly (as an „outcome“) in comparative studies
- Wide range of possible indicators to measure patient empowerment at system level – some already used for comparative studies
- Important: measures of inequality –empowering for everyone or only for certain individuals (e.g. with a strong educational background?)