

## **Person-Centred Care (PCC) – What does it look like and how is it implemented across Europe?**

**Training School funded by COST Action 15222 ([costcares.eu](http://costcares.eu))**

“European Network for cost containment and improved quality of health care”

**Place:** Bilbao, Spain [Tentative venue: Colegio de Médicos, Lersundi 9, 48009 (Downtown Bilbao)]

**Dates:** October 28 and 29, 2019

### **Learning Objectives:**

- (1) To build a common understanding of the core components of a PCC intervention and what those components look like in action at different levels, e.g., micro, meso, macro, and in different contexts, e.g., hospital, primary care
- (2) To understand how evidence-based practices in PCC are implemented and their how implementation is systematically studied
- (3) To examine how PCC is implemented at different levels and in different countries, e.g., in Sweden, UK, US, and Spain, and the results/impact of those implementation studies

¡Bienvenido! Ongi etorri!

The Basque Association of Family and Community Medicine Professionals – Osatzen – and Biocruces Bizkaia Health Research Institute are pleased to welcome renowned experts in the implementation of PCC to Bilbao, Spain on October 28-29, 2019. 15 international experts from 7 countries will lead the Second Annual COST Action 15222 Patient-Centred Care (PCC) Training School. The Training School will examine how PCC is implemented in hospitals and primary care centers in various countries and at multiple system levels (micro, meso, and macro). Findings from research studies on intervention and implementation effectiveness will be shared and discussed.

Over 50 participants from across Europe will have the opportunity learn about and discuss how health professionals are trained in PCC, what frameworks are used to study contextual factors influencing PCC implementation effectiveness, and how uptake of PCC can be increased via policy measures. On Day 1, participants will be engaged in small group processing after a symposium on what PCC looks like at the micro-level across countries. In the afternoon we will transition from the micro to meso level, participating in workshops to build health care professional capacities in PCC. On Day 2, participants will be engaged in workshops focused on how to carry out PCC interventions at a meso-level. In the afternoon, there will be a facilitated panel presentation and large group discussion on policy enablers of PCC at the macro-level.

**To encourage the participation of students and early stage researchers, as well as professionals from COST Inclusiveness Target Countries, 14 COST scholarship grants are offered - 10 international scholarship grants of 800€ each and 4 national scholarship grants of 400€ each. To participants under 30 years of age, the Basque Government is offering financial assistance on a first come, first served basis equivalent to 20% of travel costs documented via receipts. APPLY FOR YOUR SCHOLARSHIP NOW, through September 17, 2019 via the following link: <https://www.surveymonkey.com/r/COST15222TSBilbao> Applicants will be notified of the outcome by September 21, 2019.**

Please visit the COST Action 15222 at [costcares.eu](http://costcares.eu) for more information and contact us there for updates about this exciting event!

**October 28, 2019 – The Clinical Intervention at Micro and Micro-to-Meso Levels of Implementation**

Time	Topic	Trainers
8:30-9:00am	Registration	
9:00-9:15am	Welcome	TBD
<b>9:15-11:30am</b>	<b>MICRO LEVEL – What does PCC look like? Perspectives across countries</b>	
9:15-9:35am	Core Components of PCC and Examples from Sweden <a href="https://gpcc.gu.se/english/?languageId=100001&amp;disableRedirect=true&amp;returnUrl=http%3A%2F%2Fgpcc.gu.se%2F">https://gpcc.gu.se/english/?languageId=100001&amp;disableRedirect=true&amp;returnUrl=http%3A%2F%2Fgpcc.gu.se%2F</a>	Inger Ekman, University of Gothenburg Centre for Person-Centred Care (GPCC) <a href="https://www.gu.se/english/about-the-university/staff/?userId=xekmin">https://www.gu.se/english/about-the-university/staff/?userId=xekmin</a>
9:35-9:55am	Building PCC Capacity Among Medical Students	Roger Ruiz, Francisco de Vitoria University, Madrid, Spain
9:55-10:15am	PCC in the US: Examples from Across the Pond	Bradi Granger, Duke University, USA <a href="https://healthpolicy.duke.edu/bradi-granger-phd">https://healthpolicy.duke.edu/bradi-granger-phd</a>
10:15-10:40am	Small group: (1) Experiences with PCC (2) What does PCC look like (or could look like) in your countries/regions (3) What is NOT PCC	
10:40-11:00am	Report out and wrap up in large group	
<i>11:00am-11:30am Coffee Break</i>		
<b>11:30am-4:30pm</b>	<b>MICRO TO MESO LEVEL – Training professionals to implement PCC</b>	
11:30am – 1:30pm Workshop	Implementation of PCC in the UK: Training of Health Professionals	James Close, University of Plymouth, UK <a href="https://www.plymouth.ac.uk/staff/james-close">https://www.plymouth.ac.uk/staff/james-close</a> Nicky Britten, University of Exeter, UK <a href="http://medicine.exeter.ac.uk/people/profile/index.php?web_id=Nicky_Britten">http://medicine.exeter.ac.uk/people/profile/index.php?web_id=Nicky_Britten</a>
<i>1:30pm – 2:30pm Light Lunch</i>		
2:30pm – 4:30pm Workshop	How to Build PCC Capacity Among Health Care Professionals	Juanjo Rodriguez & Roger Ruiz Primary Care Physician, Communication & Health Group, Bilbao, Spain & Francisco de Vitoria University, Madrid, Spain
4:30pm – 4:50pm	Feedback & Review of Expectations - Large Group Discussion	

**Evening Social Event: Group Dinner for all participants (Venue TBD)**

**October 29, 2019 – Implementation of PCC - Meso and Macro Levels of Implementation**

Time	Topic	Trainers
<b>9:00am – 1:30pm</b>	<b>MESO LEVEL – How is PCC rolled out and studied using an implementation science framework?</b>	
9:00 – 11:00am Workshop	Introduction to Implementation Science and Frameworks  How to Study the Implementation of PCC Health Promotion Interventions	Gonzalo Grandes, Alvaro Sanchez, & Susana Pablo, Primary Care Research Unit of Bizkaia, Bilbao, Spain <a href="https://uiapb.eus/?lang=en">https://uiapb.eus/?lang=en</a>
<i>11-11:30am Coffee Break</i>		
11:30am-1:30pm Workshop	Implementation Research related to PCC: Clinical Intervention and Implementation Strategies	Lars Wallin, University of Gothenburg, Sweden <a href="https://caresci.gu.se/english/about-us/staff?languageId=100001&amp;userId=xwalak&amp;userName=Lars+Wallin">https://caresci.gu.se/english/about-us/staff?languageId=100001&amp;userId=xwalak&amp;userName=Lars+Wallin</a>
<i>1:30-2:30pm Light Lunch</i>		
<b>2:30-4:30pm</b>	<b>MACRO LEVEL – Scaling up, influencing policy to facilitate PCC</b>	
2:30-3:50pm  Round table discussion	Round Table Discussion: Facilitating PCC at the Macro Level	<ul style="list-style-type: none"> <li>- Roman Lewandowski (Poland), Hospital Administrator, Benefits of PCC for Hospital Administrators <a href="https://costcares.eu/roman-lewandowski/">https://costcares.eu/roman-lewandowski/</a></li> <li>- Ahmed Novo (Bosnia and Herzegovina), Director, Agency for Quality Improvement and Accreditation, Incorporation of PCC into Accreditation Standards <a href="http://www.akaz.ba/">http://www.akaz.ba/</a></li> <li>- Karl Swedburg (Sweden), University of Gothenburg, European Standards on PCC <a href="https://www.gu.se/english/about_the_university/staff/?userId=xsweka">https://www.gu.se/english/about_the_university/staff/?userId=xsweka</a></li> <li>- Vivienne Byers (Ireland), Dublin Institute of Technology, Health Policy and Legislature Across Countries <a href="http://www.dit.ie/business/schools/management/staff/viviennebyers/">http://www.dit.ie/business/schools/management/staff/viviennebyers/</a></li> </ul>
3:50-4:20pm	Small groups: (1) What did we learn? (2) What are we taking away? (3) What do we still need/want to know?	
4:20-4:50pm	Wrap-up - PCC Across Europe: Where do we go from Here?	Heather Rogers, BioCruces Bizkaia Health Research Institute, Barkaldo, Spain

### Relevant references from Training School Trainers, in order of their appearance in the program

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10. Frost J, Gibson A, Harris-Golesworthy F, Harris J, **Britten N**. Patient involvement in qualitative data analysis in a trial of a patient-centred intervention: Reconciling lay knowledge and scientific method. *Health Expect* 2018; 21:1111-1121.
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