

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)

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

Place: Delegación Territorial, Departamento de Salud del Gobierno Vasco

Alameda Recalde, 39, Bilbao (Vizcaya) SPAIN

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!

Cost Action 15222 and Biocruces Bizkaia Health Research Institute are pleased to welcome renowned experts in the implementation of PCC to Bilbao, Spain, October 28-29, 2019. 15 international experts from 7 countries will lead the Second Annual COST Action 15222 Person-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. Sessions include small group processing, workshops, as well as a symposium and facilitated panel presentation with large group discussion. English-to-Spanish translation will be provided.

To encourage the participation of students and early stage researchers, as well as professionals from COST Inclusiveness Target Countries, 8 COST travel scholarship grants have been awarded. Per Grant RC-2019-20038 from the Basque Government Department of Education, financial assistance to participants under 30 years of age is offered on a first come, first served basis equivalent to 20% of travel costs documented via receipts. The Basque Association of Family and Community Medicine Professionals (Osatzen) is also collaborating by providing scientific and administrative support.

Registration for the Training School and associated activities is free, but spaces are limited. Not all registrants may be able to participate and acceptance will be based on anticipated contribution.

If you would like to attend, please register at:

<https://www.surveymonkey.com/r/COST15222TSBilbao> Registration

Please visit the News and Events area of costcares.eu for updates.

If you have questions or concerns, contact us at: COST15222.PCC.TS.Bilbao@gmail.com

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
9:15-11:30am	MICRO LEVEL – What does PCC look like? Perspectives across countries	
9:15-9:30am	Core Components of PCC and Examples from Sweden https://gpcc.gu.se/english/?languageId=100001&disableRedirect=true&returnUrl=http%3A%2F%2Fgpcc.gu.se%2F	Inger Ekman, University of Gothenburg Centre for Person-Centred Care (GPCC), Sweden https://caresci.gu.se/english/Research/Researchers/Inger_Ekman
9:30-9:45am	Building PCC Capacity Among Medical Students	Roger Ruiz, Francisco de Vitoria University, Madrid, Spain
9:45-10:00am	PCC in the US: Examples from Across the Pond	Bradi Granger, Duke University, USA https://healthpolicy.duke.edu/bradi-granger-phd
10:00-10:35am	Small groups: (1) Experiences with PCC (2) What does PCC look like (or could it look like) in your country/region (3) What is PCC is not	Facilitators: Emmelie Barenfeld, GPCC Andrea Fors, GPCC Lilas Ali, GPCC Lars Wallin, University of Gothenburg Bradi Grander, Duke University
10:35-11:00am	Report out and wrap up in large group	Heather Rogers, Biocruces Bizkaia Health Research Institute, Barakaldo, Spain https://www.ikerbasque.net/en/heather-lynn
<i>11:00am-11:30am Coffee Break</i>		
11:30am-4:30pm	MICRO TO MESO LEVEL – Training professionals to implement PCC	
11:30am – 1:30pm Workshop	Implementation of PCC in Sweden: Training and delivery of PCC	Emmelie Barenfeld https://www.gu.se/english/about_the_university/staff/?languageId=100001&userId=xbarem&userName=Emmelie+Barenfeld Andreas Fors https://www.gu.se/english/about_the_university/staff/?languageId=100001&userId=xforsz Lilas Ali https://www.gudok.gu.se/english/about_the_university/staff/?languageId=100001&userId=xalili University of Gothenburg GPCC, Sweden
<i>1:30pm – 2:30pm Light Lunch On-site</i>		
2:30pm – 4:30pm Workshop	How to Build PCC Capacity Among Health Care Professionals	Juan José Rodríguez, Osakidetza, Primary Care Physician, Communication & Health Group, Bilbao, Spain & Roger Ruiz, 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 (Time and Venue TBD)

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

Time	Topic	Trainers
9:00am – 3:00pm	MESO LEVEL – How is PCC rolled out and studied using an implementation science framework?	
9:00 – 11:00am Workshop	An Introduction to Implementation Science: Barriers, Enablers, and Implementation Strategies	Gonzalo Grandes, Alvaro Sanchez, & Susana Pablo, Primary Care Research Unit, Biocruces Bizkaia Health Research Institute, Bilbao, Spain https://www.biocrucesbizkaia.org/web/biocruces/bc1
<i>11:00-11:30am Coffee Break</i>		
11:30am – 1:30pm Workshop	Developing Implementation Strategies Involving Facilitation to Enhance Adoption and Maintenance of PCC	Lars Wallin, University of Gothenburg, Sweden https://caresci.gu.se/english/about-us/staff?languageId=100001&userId=xwalak&userName=Lars+Wallin
<i>1:30-2:30pm Light Lunch On-site</i>		
2:30 – 3:10pm	Evaluating and Monitoring PCC Interventions: An Example from the UK	James Close, University of Plymouth, UK https://www.plymouth.ac.uk/staff/james-close
3:10-4:30pm	MACRO LEVEL – Scaling up, influencing policy to facilitate PCC	
3:10 – 4:00pm Round table discussion	Round Table Discussion: Facilitating PCC at the Macro Level	<ul style="list-style-type: none"> - Roman Lewandowski (Poland), Hospital Administrator, Benefits of PCC for Hospital Administrators https://costcares.eu/roman-lewandowski/ - Ahmed Novo (Bosnia and Herzegovina), Director, Agency for Quality Improvement and Accreditation, Incorporation of PCC into Accreditation Standards http://www.akaz.ba/ - Vivienne Byers (Ireland), Dublin Institute of Technology, Health Policy and Legislature Regarding PCC Across Countries http://www.dit.ie/business/schools/management/staff/viviennebyers/
4:00-4:50pm	CONCLUSIONS	
4:00-4:30pm	Small groups: (1) What did we learn over the past two days? (2) What are we taking away? (3) What do we still need/want to know?	
4:30-4:50pm	Report out and wrap-up in large group Where do we go from here?	

Key Articles on PCC:

Website: <https://gpcc.gu.se/english>

1. GPCC's position paper: **Ekman I**, Swedberg K, Taft C, Lindseth A, Norberg A, Brink E, ... Sunnerhagen KS. Person-Centered Care — Ready for Prime Time. *European Journal of Cardiovascular Nursing* 2011; 10:248–251. <https://doi.org/10.1016/j.ejcnurse.2011.06.008>.
2. BMJ Commentary: **Ekman I**, Hedman H, Swedberg K, Wallengren C. Commentary: Swedish initiative on person centred care. *BMJ* 2015; 350:h160.
3. We Care Road Map in The Lancet: **Ekman I**, Busse R, van Ginneken E, Van Hoof C, van Ittersum L, Klink A.... Swedberg K. Health-care improvements in a financially constrained Environment. *The Lancet* 2016; 387: 646–647.

Relevant references from Training School Trainers and Facilitators:

1. **Barenfeld E**, Gustafsson S, **Wallin L**, Dahlin-Ivanoff S. Supporting decision-making by a health promotion programme: experiences of persons ageing in the context of migration. *Int J Qual Stud Health Well-being* 2017; 12:1337459.
2. **Barenfeld E**, **Wallin L**, Björk Brämberg E. Moving From Knowledge to Action in Partnership: A Case Study on Program Adaptation to Support Optimal Aging in the Context of Migration. *J Appl Gerontol* 2019; 38:1096-1120. doi: 10.1177/0733464817727110. Epub 2017 Aug 30.
3. **Ruiz-Moral R**, Pérula de Torres L, Monge D, García Leonardo C, Caballero F. Teaching medical students to express empathy by exploring patient emotions and experiences in standardized medical encounters. *Patient Educ Couns* 2017; 100:1694-1700.
4. Pokorney SD, Bloom D, Granger CB, Thomas KL2, Al-Khatib SM, Roettig ML, Anderson J Jr, Heflin MT, **Granger BB**. Exploring patient-provider decision-making for use of anticoagulation for stroke prevention in atrial fibrillation: Results of the INFORM-AF study. *Eur J Cardiovasc Nurs* 2019; 18:280-288.
5. Saunders J, Ahmadzadeh S, Bush M, Wright R, **Granger B**. Improving Patient Experience and Treatment Adherence in the Adult, Outpatient Hemodialysis Population. *J Nurs Care Qual* 2018. doi: 10.1097/NCQ.0000000000000373. [Epub ahead of print]
6. **Fors A**, Ekman I, Taft C, Bjorkelund C, Frid K, Larsson ME, Thorn J, Ulin K, Wolf A, Swedberg K. Person-centred care after acute coronary syndrome, from hospital to primary care - A randomised controlled trial. *Int J Cardiol* 2015; 187:693-9.
7. **Fors A**, Taft C, Ulin K, Ekman I. Person-centred care improves self-efficacy to control symptoms after acute coronary syndrome: a randomized controlled trial. *European journal of cardiovascular nursing: journal of the Working Group on Cardiovascular Nursing of the European Society of Cardiology* 2016; 15:186-94.
8. **Ali L**, **Fors A**, Ekman I. Need of support in people with chronic obstructive pulmonary disease. *J Clin Nurs* 2018; 27:e1089-e1096. Epub 2018 Feb 27.
9. Goulding A, Allerby K, **Ali L**, Gremyr A, Waern M. Study protocol design and evaluation of a hospital-based multi-professional educational intervention: Person-Centred Psychosis Care (PCPC). *BMC Psychiatry* 2018; 18: 269.
10. **Rogers HL**, Dumenci L, Epstein RM, Siminoff LA. Impact of Patient Gender and Race and Physician Communication on Colorectal Cancer Diagnostic Visits in Primary Care. *J Womens Health (Larchmt)* 2019; 28:612-620.
11. Siminoff LA, **Rogers HL**, Harris-Haywood S. Missed Opportunities for the Diagnosis of Colorectal Cancer. *Biomed Res Int* 2015; 2015:285096.

12. **Grandes G, Sanchez A**, Cortada JM, Pombo H, Martinez C, Balagué L, Corrales MH, de la Peña E, Mugica J, Gorostiza E, group P. Collaborative modeling of an implementation strategy: a case study to integrate health promotion in primary and community care. BMC Res Notes 2017; 10:699.
13. **Sanchez A, Grandes G**, Cortada JM, Pombo H, Balague L, Calderon C. Modelling innovative interventions for optimising healthy lifestyle promotion in primary health care: "prescribe Vida Saludable" phase I research protocol. BMC Health Serv Res 2009; 9:103.
14. **Sanchez A, Grandes G**, Cortada JM, Pombo H, Martinez C, Corrales MH, de la Peña E, Mugica J, Gorostiza E, PVS group . Feasibility of an implementation strategy for the integration of health promotion in routine primary care: a quantitative process evaluation. BMC Fam Pract 2017; 18:24.
15. Martinez C, Bacigalupe G, Cortada JM, **Grandes G, Sanchez A**, Pombo H, Bully P, PVS group P. The implementation of health promotion in primary and community care: a qualitative analysis of the 'Prescribe Vida Saludable' strategy. BMC Fam Pract 2017; 18:23.
16. Rycroft-Malone J, Seers K, Eldh AC, Cox K, Crichton N, Harvey G, Hawkes C, Kitson A, McCormack B, McMullan C, Mockford C, Niessen T, Slater P, Titchen A, van der Zijpp T, **Wallin L**. A realist process evaluation within the Facilitating Implementation of Research Evidence (FIRE) cluster randomised controlled international trial: an exemplar. Implement Sci 2018; 13:138.
17. Björkelund C, Svenningsson I, Hange D, Udo C, Petersson EL, Ariai N, Nejati S, Wessman C, Wikberg C, André M, **Wallin L**, Westman J. Clinical effectiveness of care managers in collaborative care for patients with depression in Swedish primary health care: a pragmatic cluster randomized controlled trial. BMC Fam Pract 2018; 19:28.
18. Tistad M, Palmcrantz S, **Wallin L**, Ehrenberg A, Olsson CB, Tomson G, Holmqvist LW, Gifford W, Eldh AC. Developing Leadership in Managers to Facilitate the Implementation of National Guideline Recommendations: A Process Evaluation of Feasibility and Usefulness. Int J Health Policy Manag 2016; 5:477-486.
19. **Close J**, Fosh B, Wheat H, Horrell J, Lee W, Byng R, Bainbridge M, Blackwell R, Witts L. Longitudinal evaluation of a countywide alternative to the Quality and Outcomes Framework in UK General Practice aimed at improving Person Centred Coordinated Care BMJ Open 2019; 9:e029721-e029721.
20. Lloyd H, Wheat H, Horrell J, Sugavanam T, Fosh B, Valderas JM & **Close J**. Patient-reported measures for person-centered coordinated care: A Comparative domain map and web-based compendium for supporting policy development and implementation. J Med Inter Res 2018; 20:e54-e54.
21. Kuhlmann E, Bureau V, Correia T, **Lewandowski R**, Lionis C, Noordegraaf M, Repullo J. "A manager in the minds of doctors:" a comparison of new modes of control in European hospitals. BMC Health Serv Res 2013; 13:246.
22. **Novo A**, Knezevic B, Omerbegovic B, Tafi Z, Kerleta-Tuzovic V. Measures to Improve Integration of Healthcare in Federation of Bosnia and Herzegovina. Mater Sociomed 2019; 31:71-74.
23. Swallmeh E, **Byers V**, Arisha A. Informing quality in emergency care: understanding patient experiences. Int J Health Care Qual Assur 2018; 31:704-717.
24. **Byers V**. The challenges of leading change in health-care delivery from the front-line. J Nurs Manag 2017; 25:449-456.