

# **Involvement of Patients in Health Care**

# Objectives

- **Better outcomes of treatment and care.**
- **To improve the knowledge and attitude of patients about the detection, treatment and control of disease.**
- **To create more accessible, sensitive and responsive health care services.**

# Objectives (Cont.)

- **To improve the professional relationship between the patients and Health Care Providers.**
- **To minimize the cases of conflicts between the staff and the patients.**
- **To ensure patient safety in a Health Care setting .**

# **Role of patients in Health Care**

- Preventive**

- Curative**

- Promotive/Rehabilitative**

# **How to involve patients**

- **To provide patient & Health education and training.**
- **To make them aware about their rights and responsibilities.**
- **To form support group of Chronic ill patients.**

## **Patients/Family Involvement(Cont.)**

- **To conduct research studies with their consent.**
- **To motivate them to participate in awareness programmes, workshops and events related to Health Care.**
- **To take their feedback/Patient Satisfaction Survey**

# **Importance of Patient education**

- **Improve understanding of medical condition, diagnosis, disease, or disability .**
- **Increased Compliance – Effective communication and patient education increases patient motivation to comply.**
- **Patient Outcomes – Patients more likely to respond well to their treatment plan – fewer complications.**
- **Informed Consent – Patients feel you've provided the information they need.**
- **Utilization – More effective use of medical services**
- **Risk Management - Lower risk of malpractice when patients have realistic expectations**

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# Patients Rights

- **To receive medical advice and treatment which fully meets the currently accepted standards of care & quality .**
- **To be given a clear description of medical condition.**
- **To accept or refuse any medication, investigation or treatment and to be informed of the likely consequences.**

## **Patients Rights**

- To have privacy, dignity and religious &cultural beliefs respected.
- To have information relating to patient's medical condition kept confidential.
- To make complaint/suggestions.
- Transfer and continuity.

# **Patients/Family Responsibilities**

- To follow the prescribed and agreed treatment plan and comply with the instructions given.**
- To give as much information about present health, past illness, allergies and any other relevant details.**
- To show consideration for the rights of other patients and the hospital by following the hospital rules concerning patient conduct.**

# **Responsibilities(Cont.)**

- **Do not ask to provide incorrect information or certificates.**
- **To keep toilets clean after use.**
- **To support the Hospital in keeping the environment clean.**
- **To wait patiently for their turn.**

# Techniques/ Strategies

- **Individual and family Counseling**
  - **Psycho-education**
  - **Group Discussions**
    - **Role play**
- **Using Mass Communication methods-  
Using audio-video aids, Posters, printed  
material.**



**THANK YOU**