



# Geneva Health Forum 2008

## Strengthening Health Systems and the Global Health Workforce

**PS023**

### **Patient-Centred Health Systems: Good Wishes and Harsh Realities**

**Monday 26 May 2008**

**11:00-12:30**

**International Conference Centre Geneva**

**Room 16**

### **Session Outline**

#### **Aims and Objective:**

To demonstrate the benefits of a patient-centred approach to healthcare through practical examples and to explore the challenges of implementing patient-centred healthcare projects.

#### **Outline:**

The importance of Patient-Centred Healthcare as a concept to inform the development of approaches to healthcare delivery and the development of healthcare systems continues to grow. As the challenges of healthcare delivery grow, the role of patients as key actors in their healthcare has come to be recognised.

Several initiatives including the International Alliance of Patients Organizations (IAPO) Declaration on Patient-Centred Healthcare and the WHO Western Pacific Regional Office – People at the Centre of Care initiative provide a framework for, and encourage policy-makers, health professionals, service providers and health related industries to promote greater patient participation and responsibility in their healthcare.

However, despite an increase in successful patient-centred projects, questions still remain about how to create patient-centred healthcare systems and the value of such systems. Therefore, how can we turn patient-centred healthcare theory into practice?

#### **Key documents:**

International Alliance of Patients Organization (IAPO) Declaration on Patient-Centred Healthcare – [www.patientsorganizations.org/declaration](http://www.patientsorganizations.org/declaration)

People at the Centre of Healthcare: Harmonizing mind and Body, People and Systems, World Health Organization (WHO) Western Pacific Regional Office (WPRO) - [http://www.wpro.who.int/NR/rdonlyres/B4358B8F-DE51-4E82-8084-ABAE962BB6/0/PEOPLEATTHECENTREOFHEALTHCARE\\_final\\_lowres.pdf](http://www.wpro.who.int/NR/rdonlyres/B4358B8F-DE51-4E82-8084-ABAE962BB6/0/PEOPLEATTHECENTREOFHEALTHCARE_final_lowres.pdf)

#### **Questions for Discussion:**

In what way were your initiatives patient-centred?

How do we develop an evidence-base to support patient-centred healthcare and in particular patient involvement?

How do you measure patient involvement?

What has been the key to the success of patient involvement in your project?

What were the measurable benefits of patient involvement?

How can we go further to systematise patient involvement in health care systems?

What are the challenges you faced in involving patients in your work?

How do we address these challenges?

How can patients' organizations support your initiatives?