

# Improving patient participation in value improvement teams: An action research study

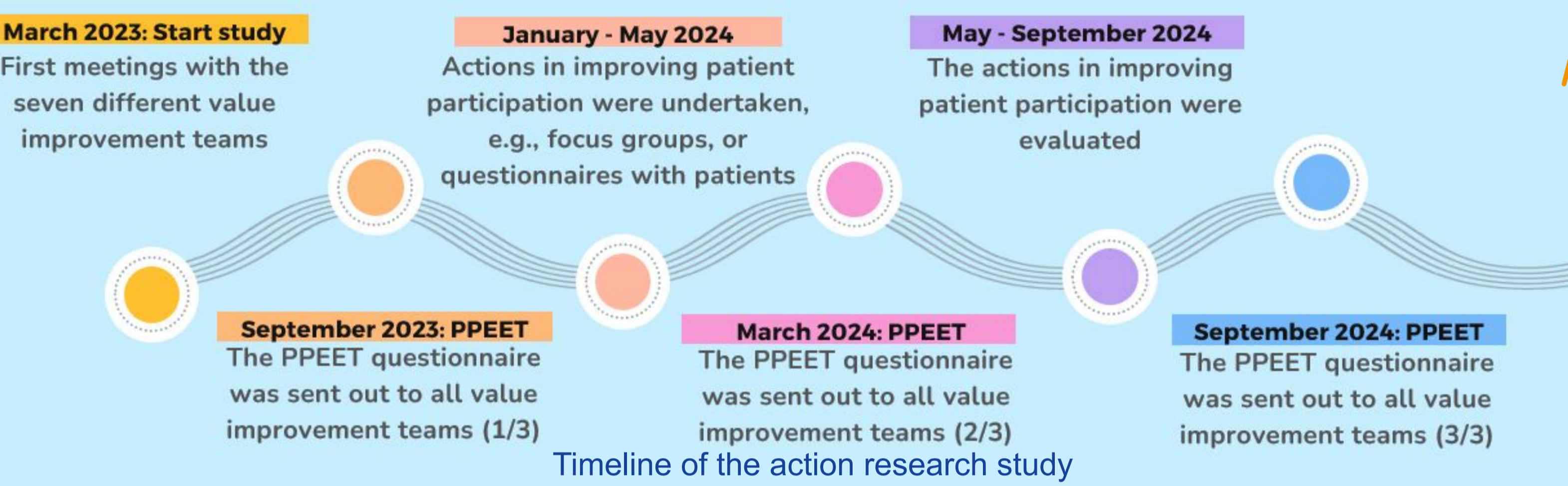
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## Research aim:

To improve patient participation within the Santeon Value Improvement (VI) teams using action research and provide insight into the overall lessons learned.

## Method



An action research approach:

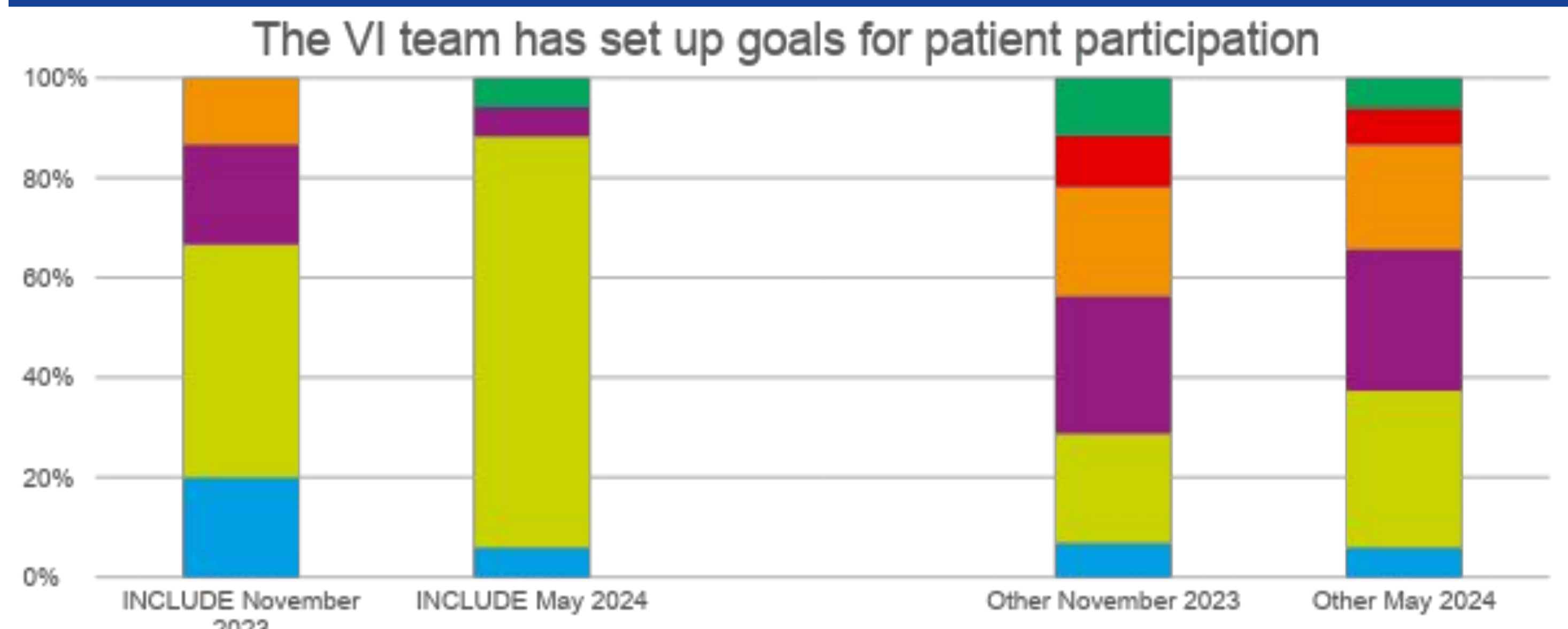
- 7 VI teams were selected and the steps of action research were followed with these teams.
- Qualitative data was collected, including observations and minutes of meetings with the VI teams.
- The Public and Patient Engagement Evaluation Tool (PPEET) was sent out every six months to all VI teams, including the teams that were not included in the action research.
- Data was analyzed with thematic analysis and descriptive statistics.

## Results:

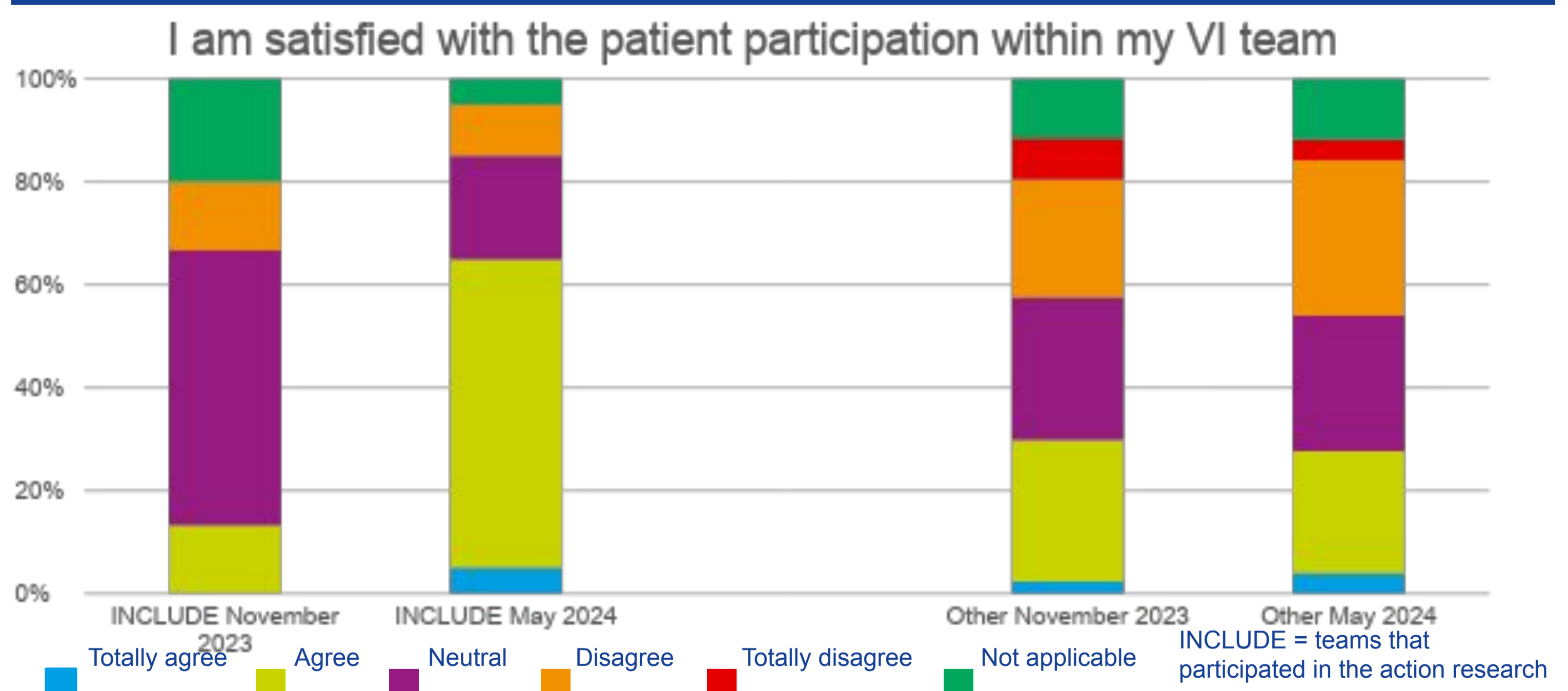
### Barriers (-) and facilitators (+) for improving patient participation in VI teams:

1. Preconditions for patient participation:
  - A low level of VI team maturity e.g., no structural meetings or no sense of responsibility for quality of care
  - + Clear responsibilities for patient participation at the organizational- and team-level
  - Negative perspectives, mainly from the project leader or medical leader, on importance or added value of patient participation
3. Strategy for patient participation:
  - + Selecting a method for patient participation based on goals and patient characteristics
4. Preparation for patient participation:
  - Limited knowledge of VI team members on methods for collective patient participation
  - Limited awareness of the current minimal involvement of patients in the VI teams
5. Get in action:
  - Patient participation seen as a separate item on the agenda of the VI team instead of an integral element of value based quality improvement
  - Limited time available of VI team members while some time investments are needed for patient participation
6. Evaluation of patient participation:
  - + Evaluation of the impact of patient participation and feedback to patients regarding their impact

### Highlight of PPEET results: The action research has led to improved goals for patient participation:



### Highlight of PPEET results: Awareness on patient participation increased throughout the action research:



## Conclusion:

- The action research has led to improvements in patient participation within the VI teams (e.g. in setting up goals or increased awareness)
- Barriers and facilitators in the preconditions, strategy, preparation, execution, and evaluation of patient participation were identified
- Based on these barriers and facilitators, a good practice model is developed which can be used to improve patient participation in multidisciplinary VI teams



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