

Value-dialogues as starting point for value-based healthcare projects

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Introduction

The importance of patient participation within value-based healthcare (VBHC) projects has been recognized^{1,2}. Patient participation within VBHC projects can occur at two levels³:

- 1) The individual level, through shared-decision making;
- 2) The collective level, through actively involving patients in organizational wide projects, such as VBHC projects.

Previous research illustrates that practical implementation of patient participation within VBHC projects vary. At Meander Medical Centre we have developed value-dialogues, a patient participation tool inspired by work done by Papenhuijzen - de Wit⁴, to create a practical participation method at the collective level by actively involving patients at the start of our VBHC projects.

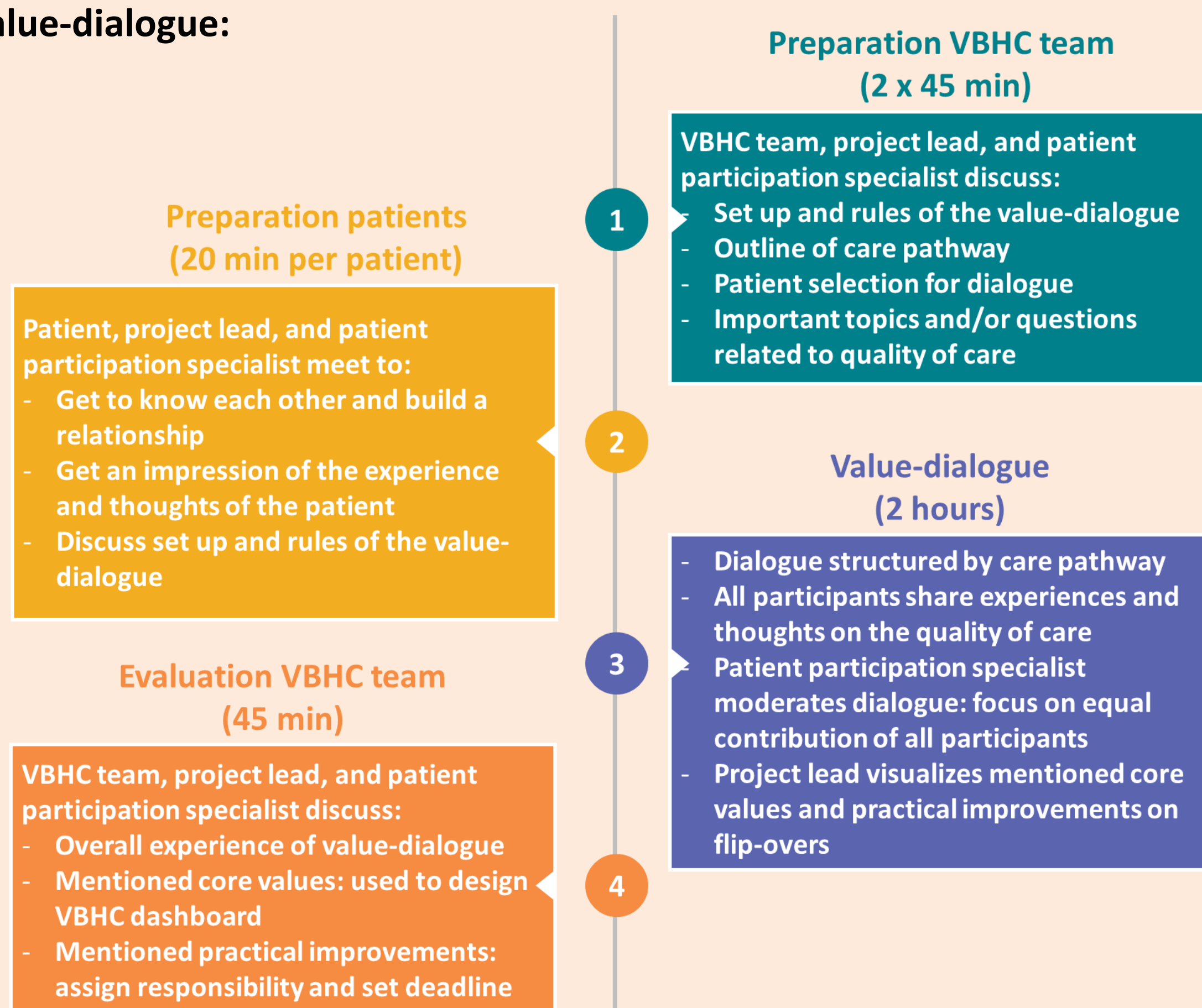
Methods

Between June 2021 and December 2023 three value-dialogues were developed, planned, conducted and evaluated for the lung cancer, colon cancer and breast cancer care pathways.

Participants value-dialogue:

- Four patients of a specific care pathway with similar treatment plans
- Four healthcare professionals of VBHC team (e.g. physician, nurse, clinical assistant, ward manager)
- A patient participation expert as moderator
- A VBHC project lead as process facilitator

Set up value-dialogue:

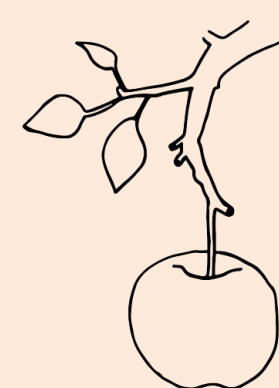


Results

The value-dialogue...

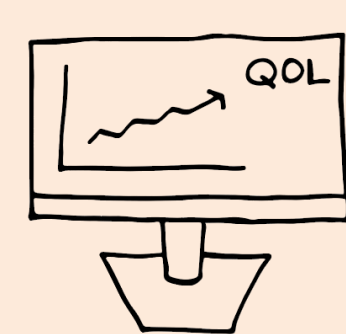


Revealed 'low-hanging fruit' for improvement, immediately used to improve the care pathway.



"Felt like a bonfire-conversation", a sincere and equal conversation about quality of care that motivated healthcare professionals to be actively involved in the VBHC project.

Formulated values that helped to define outcome measures for the VBHC dashboard.



Served as a peer support meeting for the patients.

Conclusion

Conducting a value-dialogue at the start of a value-based healthcare project is a useful way to gain insights in what matters most to patients within a specific care pathway.

Thereby it helps the multidisciplinary team to select important outcome measures for the VBHC dashboard.

The dialogue and gained insights work motivating for the healthcare professionals to be involved in the VBHC project.

Take-home message

It is important to include the patient-perspective before defining important outcome measures, because the interaction between patients and healthcare professionals is at the core of good quality improvement initiatives. A value-dialogue is a useful tool to achieve this interaction.

References

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