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Conference Abstract

Patient-centeredness in integrated healthcare delivery systems: Needs, expectations and priorities for organized healthcare systems

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Abstract:

Background: Patient-centred healthcare is becoming a more significant success factor in the design of organized healthcare systems. The objective of this study is to structure a patient-relevant hierarchy of needs and expectations for the design of innovative healthcare delivery systems.

Methods: A questionnaire with 84 items was conducted with healthcare experts and patients. Factor-analyses were performed using SPSS©18. The number of factors retained was controlled by Kaiser's criterion, validation of screeplots, and interpretability of the items. Cronbach's α was used to assess the internal consistency of the subscales.

Results: N=670 patients and N=254 experts participated. Exploratory factor-analysis led to 24 factors (experts; patients: 20). After analysing the screeplots confirmatory factor analyses were computed for 7-factor solutions accounting for 42,963% of the total variance and KMO of 0.914 (patients; experts: 38,427%, KMO=0.797). Cronbach's α ranged between 0.899 and 0.756 for patients (experts: 0,836-0,715). Based on the analysis, coordinated care could be differentiated into seven dimensions: access, data and information, service and infrastructure, professional care, interpersonal care, individualized care, continuity and coordination.

Conclusion: The study provides insight into patient and experts expectations of organized healthcare systems. If providers and payers can incorporate patient needs and expectations into organized care programs, greater concordance regarding treatment goals, adherence and better clinical outcomes might be achieved.

Keywords

patient needs, organized healthcare systems, integrated care, factor analysis

Presentation available at <http://www.integratedcarefoundation.org/content/12-patient-centred-care>