Patient Engagement in practice

Egyptian Experience

“Nothing about me without me.”

“the process of motivating and enabling patients to participate in their own care with the expectation that, over time outcomes will improve and costs will be reduced.”

Gamela Nasr

Wednesday 30 January 2019
Egyptian Model of “Family Healthcare Services for All by 2030”
### Stages of Patient Engagement and Empowering the Patient

<table>
<thead>
<tr>
<th></th>
<th>Clinical Relationship</th>
<th>Practice Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFORM</strong></td>
<td>Give information</td>
<td>Give information</td>
</tr>
<tr>
<td><strong>INVOLVE</strong></td>
<td>Use patient preferences to inform patient care</td>
<td>Ask for opinions from patients</td>
</tr>
<tr>
<td><strong>PARTNER</strong></td>
<td>Making treatment decisions with patient</td>
<td>Design, implement and evaluate improvements with direct patient input from the beginning</td>
</tr>
</tbody>
</table>

### Barriers to Patient Engagement

#### System Barriers
- Culture
- Infrastructure
- Financing

#### Patient Barriers
- Activation
- Literacy
- Financing
Engagement Interventions is considered in Egypt

**Delivery health system**

- Already designed to assure effective and efficient clinical care and promote self-management
- Create culture, organization and mechanisms that promote effective interaction, workflow improvement, and self-management.

**Clinical information systems**

- Patient registry to track assessment scores and patient action plan.

**Decision support**

- Promote self-management strategies consistent with scientific evidence
- Telephone engagement and telemedicine and use of patient action plan

**Self-management**

- Plan to use evidence-based guidelines to help patient address barriers to achieving self-management goals

**Community services**

- Linkages with community services
PATIENT EMPOWERMENT

Patient Experience of Care → Patient Satisfaction

People/Processes/Technology

Patient Activation

Patient Engagement

Improved Outcomes, Lower Costs, and Other Benefits