

Group N°4

Educated patients:

How should the physician engage patients in their own care to improve outcomes?

Break-out sessions

ESC Education Conference – 30 Jan - 31 Jan 2019

Current use, challenges and limitations

Group 4: How should the physician engage patients in their own care to improve outcomes?

- **Current use:**
- Wide variability among countries
- **Challenges / Limitations**
- Time constraints (time needed to build trust)
- Patients having different learning approaches
- Cognitive and visual impairment
- Complexity of patients and treatment plans
- False expectations – patients' preconceptions
- Previous exposure to incorrect information
- Not seeing the same doctor disrupts the long term relationship
- Poor communication
- Not being able to reach specific segments of population
- Limited resources may trigger medical legal issues or inequity to health care
- Difficulties in measuring patient's satisfaction

Opportunities and development for the future

Group 4: How should the physician engage patients in their own care to improve outcomes?

- **Opportunities and development for the future:**
- Individualised care and clear treatment plans
- Specialised nurses
- Team management
- Validated technology (wearables, telemonitoring, etc.)
- Open access to medical records
- Non-technical language
- Education: encourage self management; meetings for patients; etc.
- Involvement of patients in clinical design processes
- Care partners engagement and peer support groups
- ESC (& NCS):
 - link to patient website on ESC home page and NCS website
 - Guidelines and care plans for patients (translated)