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)