

Workforce Innovations Supporting Patient-Directed Health Care

The transformations of health care underway across the participating IHWC countries call for greater emphasis on “patient-centered” and “patient-directed” care.” The Triple Aim that is guiding many of these changes calls for simultaneously improving the patient experience of care (including quality and satisfaction), improving the health of populations and reducing the per capita cost of health care. Motivating health systems and the health workforce to have greater focus on and involvement of the patient, however, is challenging. This theme will highlight efforts of the participant countries to engage patients in their care, and the resulting impact on care and health outcomes.

Examples of such efforts may include:

- Using unlicensed assistive personnel as members of multidisciplinary teams to build relationships with patients, help patients navigate the health care system, manage information and treatment and to assist with care coordination (e.g., medical assistants, community health workers, patient navigators, etc.)
- “Value based recruitment,” i.e., approaches to developing a workforce with the capability of building positive relationships with patients in order to more fully engage patients in their own care, improve health literacy and promote healthier lifestyles. Recruiting for value-based skills promotes a workforce that can go beyond applying technical skills to health care.
- Innovative use of technology to help connect the patient with health care (and the workforce), such as the use of mobile devices and the internet for health information and clinic interfaces, remote home monitoring, telehealth, etc.
- Programs for self-management of chronic disease that effectively address population differences across socio-economic, demographic and racial/ethnic groups.

This session will also address how greater involvement of patients in their care affect the current health workforce, and how it may shape the roles and composition of that workforce in the future.

The Workforce Innovations Supporting Patient-Directed Health Care session will be presented in World Café format, where innovations from each country will be presented before four small groups of participants, followed by a discussion comparing the approaches and exploring how they might apply to the different health care systems in participant IHWC countries.