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Conference Abstract

Patient-Centered Health Care Delivery Systems: A Framework

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Abstract:

Objectives: Delivering efficient healthcare within limited budgets requires an understanding of patient priorities. Coordinated care is needed to organize care around the patient and is seen as a critical factor in a high-performance healthcare system. The primary objective of this project is to estimate patient preferences, the relative importance of organized health care attributes, and willingness to trade among treatment attributes.

Methods: In a subsequent study a factor analysis was performed (N=670 patients, N=254 experts) and a first framework was developed. This study aimed to validate this framework in the USA. Qualitative data were obtained through structured personal-interviews (N=9), semi-structured focus-groups (N=20) and cognitive-interviews (N=9).

Results: The qualitative research showed that health care delivery is defined through a broad range of attributes. As a result, 7 preference dimensions with 3 attributes each could be evaluated. Twenty-one attributes were considered: access, service and facilities, data and information, professional care, coordination and continuity, individualized health care and personal care.

Conclusion: This framework forms the basis of a Discrete-Choice-Experiment. This aims to evaluate the preferences and different preference weights for patient relevant dimensions. Because understanding how patients and other stakeholders perceive and value different aspects of patient-centered healthcare delivery systems, is vital to the optimal design and evaluation of programs.

Keywords:

Patient preferences, in-depth interviews, Patient-Centered Health Care Delivery Systems, United States
