

## Integrative model of patient-centeredness (Short version)

The original model<sup>1</sup> contains 15 dimensions. Here the extended model with 16 dimensions<sup>2</sup> is shown.

Patient-centred care is characterized **by adequate access to continuous, and coordinated care and by competent, empathetic, and respectful** health care providers who

- work in **interdisciplinary teams** to integrate medical and non-medical care as needed,
- take a **biopsychosocial perspective** to understand the patient as a **unique person**,
- build a **partnership** with the patient through **collaboration**,
- **communicate** clearly and communicate **health information** in an individualized manner,
- arrange the treatment in a manner to **reduce the risk of negative consequences and mistakes**,
- **involve** the patient and, where appropriate, the patient's family in health decisions and **encourage** them to take actions to improve their health,
- help the patient to strengthen both his or her **physical and emotional well-being**.

### References

<sup>1</sup> Scholl, I., Zill, J. M., Härter, M., & Dirmaier, J. (2014). An integrative model of patient-centeredness—a systematic review and concept analysis. *PloS one*, *9*(9), e107828.

<sup>2</sup> Zeh, S., Christalle, E., Hahlweg, P., Härter, M., & Scholl, I. (2019). Assessing the relevance and implementation of patient-centredness from the patients' perspective in Germany: results of a Delphi study. *BMJ open*, *9*(12), e031741.



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