

Oct 2022

## Dear PCC NET members and interested individuals,

I am delighted to present you today the October newsletter by the PCC network. This newsletter will cover the following topics: Short report on the German Conference on Health Services Research; recent publications; patient letters – an innovative project; short notes. We hope you will enjoy the read!

Kind regards,

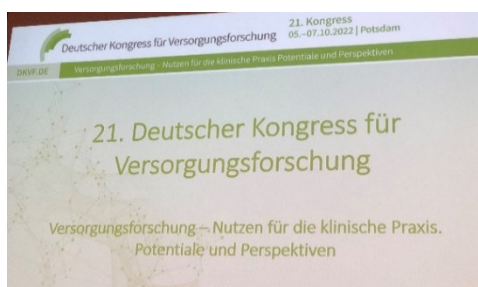
Dr. Nadine Lages (on behalf of the PCC NET core team)

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### Short report on the DKVF 2022

In the beginning of October, the 21<sup>st</sup> German Conference on Health Services Research took place in Potsdam, Germany. The PCC NET was well represented with many members of the core team and also other members of PCC NET attending the conference and giving talks and moderating several sessions. I (Nadine) had the pleasure to present the scoping review by the PCC NET core team on the conceptualization of patient-centeredness in Latin America.

The program of the conference was full-packed with interesting talks on a range of topics, for instance, communication, digitalization, theory and models of health care research, qualitative and quantitative research, making use of routine data, on various areas of



application, for example, rehabilitation, palliative care, children and young adults, mental health and chronic diseases. One talk was about a study that evaluated the positive effects of Argentine Tango for women with breast cancer (see <https://bit.ly/3zhhbZ3I>).

The “patient day” has stayed in my memory the most. During the plenary session, two patients and one relative of a patient were given the opportunity to elaborate on their perspectives. They emphasized that they really want to be involved in research. They also made clear, that for participatory research to work, researchers and co-researchers (most likely patients) need to be equal partners that talk to each other a lot. This is in line with Dr. Simon Denegri who emphasized, that “public participation [in research] is about building relations – which takes time” (see also <https://bit.ly/3WqwHs1>).

What I find most impressive of health care research and what I take from this conference is, that this research is so close to the patient and can really have an impact. Also, it covers diverse topics and unites researchers with different professional and academic backgrounds to improve health care.

### Recent publications

Opportunities for shared decision making during Covid-19

The rapid evolvement of the Covid-19 pandemic led to many new decisions people had to make under uncertainty in relation to the prevention, testing and treatment of Covid-19. Patient decision aids may help to do so and developing them rapidly during future health problems is a desirable goal. <https://bit.ly/3gCTLmU>

## Patient letters – an innovative project

When patients leave the hospital after an inpatient stay, they get a letter that includes all the information they need to have. The letter contains details regarding their diagnoses as well as the treatment and medication they have received during their stay at the hospital. Perfect, so they know exactly what was wrong with them and what has happened to them! Unfortunately not. Because this letter is not addressed to the patient but rather to the health care provider of the patient and thus contains many professional terms, which are extremely difficult to understand. This is where the patient letter steps in.

In most German hospitals, diagnoses, treatments and medication plans are all digitally available. The developers of the patient letters have created a software that translates all this information (e.g. ICD-codes) for a single patient into lay language and puts it into one letter. The software also takes into account if the patient had multiple diagnoses and treatments and adapts the content of the letter accordingly. Therefore, the patient letter is individualized and personalized. The result is a very comprehensive letter addressed to the patient, which will inform the patient about what they had and about the treatments they received. This increases patient empowerment by giving the patient information they can actually understand.

There is no extra effort for the hospital in producing the patient letter, as the software generates the letter automatically. The team around the patient letter is now working on introducing it to regular care. (For more information in German, please see <https://patientenbriefe.de/>).



## Short notes

### Save the date!

Our next online event is coming up soon! Prof. Dr. Marie-Luise Dierks and her team from the Hannover Medical School (MHH) will give insights into the *patient university*. Please come and join this online event on Friday, **2nd December** from **13:00 - 14:30 (Germany, CET)/ 09:00 - 10:30 am (Chile, CLT)**. More information (including link) will follow soon.

### For your information

We started to send out emails to the PCC NET members using BCC (not CC) to protect your data. However, if you wish to get in contact with other members of the network, please do not hesitate to contact us! We will be happy to help you get in touch!

### Newsletter

If you want to share anything of your work with the PCC Net members, you are very much welcome to put this information into a future newsletter. We are very much looking forward to your input!

### Reminder

Please remember to send in your short bios! Please visit <https://www.pcc-network.org/member/> for the bios of your colleagues.

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We are very much looking forward to seeing you at our next event!

Kind regards,

Dr. Nadine Lages, Prof. Dr. Paulina Bravo, Ivo Engert, Prof. Dr. Dr. Martin Härter,  
Dr. Alejandra Martínez, Prof. Dr. Isabelle Scholl