

April 2023

## Dear PCC NET members and interested individuals,

In this newsletter, we will provide you with interesting insights into two projects, which hands-on foster the implementation of patient-centered care. One project implemented shared decision-making at large-scale in a university hospital in Germany, the other project analyses aspects of patient-centeredness in a Chilean health care program which addresses people living with HIV. Contact details are provided if you have any further questions. Enjoy the read.

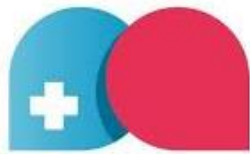
Kind regards,

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

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### Major Boost for Shared Decision-Making in Germany

The Innovation Fund is a funding instrument introduced by the German government to introduce innovations in healthcare on a large scale as models and, in the event of good effects, to transfer them to standard nationwide care. In this way, Shared Decision-Making (SDM) was



**SHARE TO CARE**

introduced in almost all departments of the University Hospital Schleswig-Holstein (UKSH) in Kiel between 2017 and 2021 by means of the SHARE TO CARE program. It includes intensive training of every physician, involvement of every nurse, activation of every patient, and implementation of 80 decision aids. Complete implementation in a department is approved by an SDM certificate. The external evaluation showed that the program was feasible and

effective in increasing SDM levels and patients' health literacy. Compared to other German hospitals, the UKSH showed improved patient safety and reduced costs after implementation of SDM.

In view of these effects, the major German health insurers voluntarily decided to pay an additional fee for each patient case treated in an SDM-certified clinic of the UKSH, thus ensuring that implementation can be maintained in the long term. Therefore, all 18 departments continue the SHARE TO CARE program today. [The quality criteria that constitute the SDM certificate](#) were specified with the help of the Hamburg group to facilitate their application also beyond the UKSH. The International Shared Decision Making Society endorsed the usage of the consented quality criteria in Germany.

Recently, the Innovation Fund [recommended](#) the Kiel approach to be made a standard of care in Germany. In particular, the German Ministry of Health is asked to continuously provide the 80 decision aids publicly and to take legislative steps to enable a nationwide rollout.

Please search the webpage of this project for more information: <https://share-to-care.de/>

If you have any further questions regarding this project, you are very much welcome to contact Prof. Friedemann Geiger via [F.Geiger@uksh.de](mailto:F.Geiger@uksh.de)

*[Advice: You will find two publications of this project in the "recent publications" section of this newsletter.]*

## Using the "Integrative Model of Patient-Centeredness" in the analysis of People Living with HIV (PLWH) Chilean Healthcare Program

Greetings everyone: My name is María José Vergara and I work as the nurse manager of the People Living with HIV (PLWH) healthcare program in Hospital San Pablo located in Coquimbo City, Chile. In 2020, I have started my master's degree in nursing at Pontificia Universidad Católica de Chile with the purpose of improving my research skills and developing a wider view to address the phenomena and challenges that PLWH face.

During my studies, I had the wonderful opportunity to meet Prof. Paulina Bravo, who invited me to become a member of the PCC Network. Shortly after that, I started my master's thesis to investigate which elements of patient-centered care are strengthened and weakened, respectively, in the Chilean PLWH public healthcare program. The main premise of this master's thesis is that care for PLWH is often not patient-centered. Current healthcare policies in Chile state that PLWH public healthcare programs across the country must deliver comprehensive care to PLWH. However, oftentimes these healthcare programs fit the schedules and procedures of PLWH healthcare teams rather than PLWH themselves.

This research project applies a multi-methods approach through document analysis, direct observation in two public hospital settings and semi structured interviews to PLWH and PLWH healthcare workforce. The Integrative Model of Patient-centeredness ([Scholl et al., 2014](#); [Zeh et al., 2019](#)) is used as a reference. The application of this model can facilitate the implementation of comprehensive care for people suffering from sensitive health conditions such as HIV.

If you have any further questions, please do not hesitate to contact me via [mjvergara2@uc.cl](mailto:mjvergara2@uc.cl)

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### Recent publications

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|-----------------------------------|--|
| Study protocol of Share-to-Care   | This article provides you with in-depth information on how shared decision making is implemented within Share-to-Care. <a href="https://bit.ly/423Zbk9">https://bit.ly/423Zbk9</a> |
| Initial findings of Share-to-Care | Findings reveal, that implementation improved both level of shared decision-making and received information. <a href="https://bit.ly/3HffNX3">https://bit.ly/3HffNX3</a>           |

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### Short notes

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| <u>Cancelation</u> | Unfortunately, we will have to postpone our online event on <b>17<sup>th</sup> of May at 16:00 (Germany, CET)/ at 10 am (Chile, CLT)</b><br>We will inform you about the new date shortly!       |
| <u>Newsletter</u>  | 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! |

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We thank Prof. Geiger and María José Vergara for their contribution to this newsletter!

Kind regards,

Dr. Nadine Lages, Prof. Dr. Paulina Bravo, Ivo Engert, Prof. Dr. Dr. Martin Härter, Constanza Quezada, Prof. Dr. Isabelle Scholl