

PATIENT-CENTREDNESS IN HOSPITAL CARE: MEASUREMENT, PRACTICE AND EXPLORING A STRATEGY TO ENHANCE IT

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Aims Measure and compare Dutch-speaking patients' and nurses' perceptions on patient-centred care and evaluate the process and effectiveness of the implementation of the Tell-us card tool in Flemish hospitals to improve a patient-centred approach. **Method** The Individualised Care Scale was used to measure patient-centred care. Before implementing the tool on eight hospital wards, barriers and enablers were investigated. Unannounced visits were held to evaluate the process and a non-equivalent control group pretest-posttest design was used to evaluate the effectiveness of the tool. **Results** Nurses perceived that they supported patient-centred care during nursing interventions more compared to patients. Further, the need to maintain control over care and the lack of appreciation of the importance of patient participation appeared major barriers for the implementation. The unannounced visits revealed that nurses were reluctant towards using the tool and that patients did not always use it or used it as an assessment to make judgements on the provision of care. Regarding the effectiveness, the statistical analyses showed no significant impact of the tool for improving a patient-centred approach. **Conclusion** A shared understanding towards the provision of patient-centred care and being sensitive towards the patient perspective could generate more effective nursing care that takes into account the individuality of the patient. It should be questioned whether nurses were reluctant towards the tool because they did not believe that it was of added value. Patients who had been previously admitted to the hospital had no need to use the tool. This might indicate that using the tool might be rather relevant for specific patient populations instead of using it in every patient.