

# Values-based practice and embedding standards

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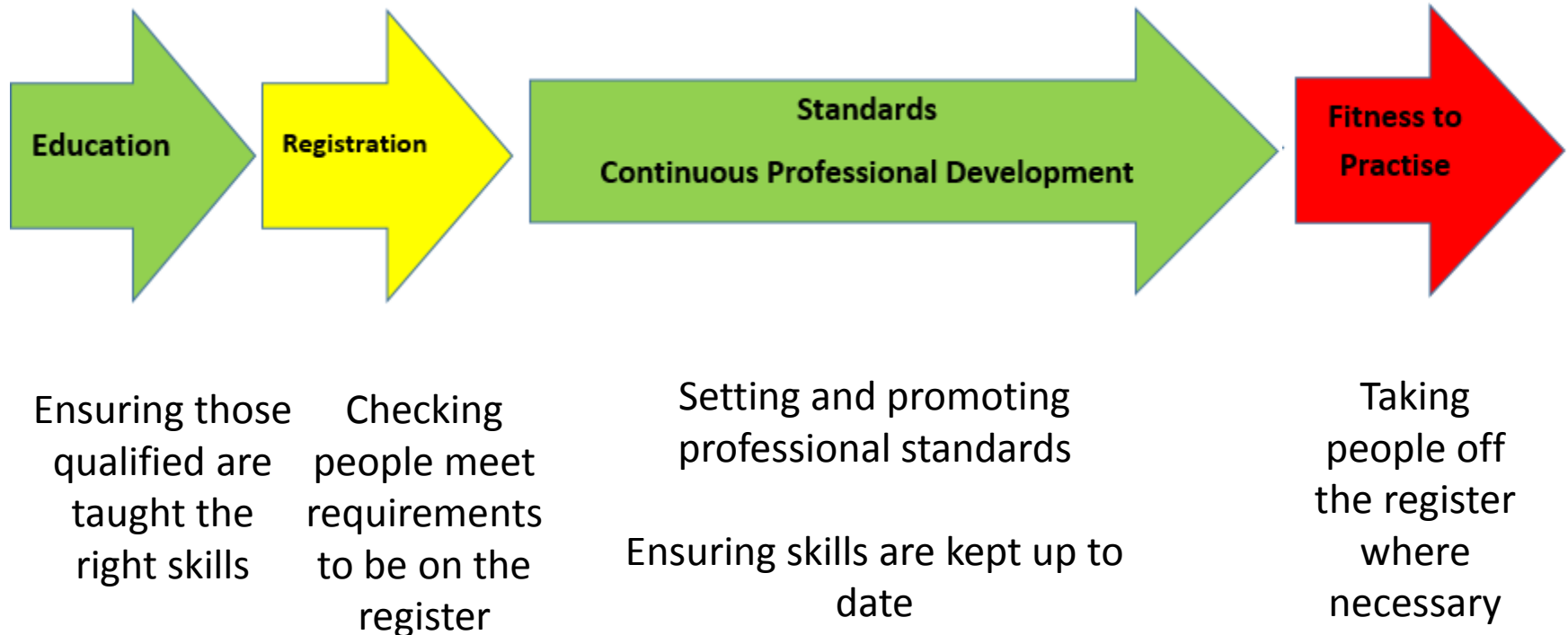
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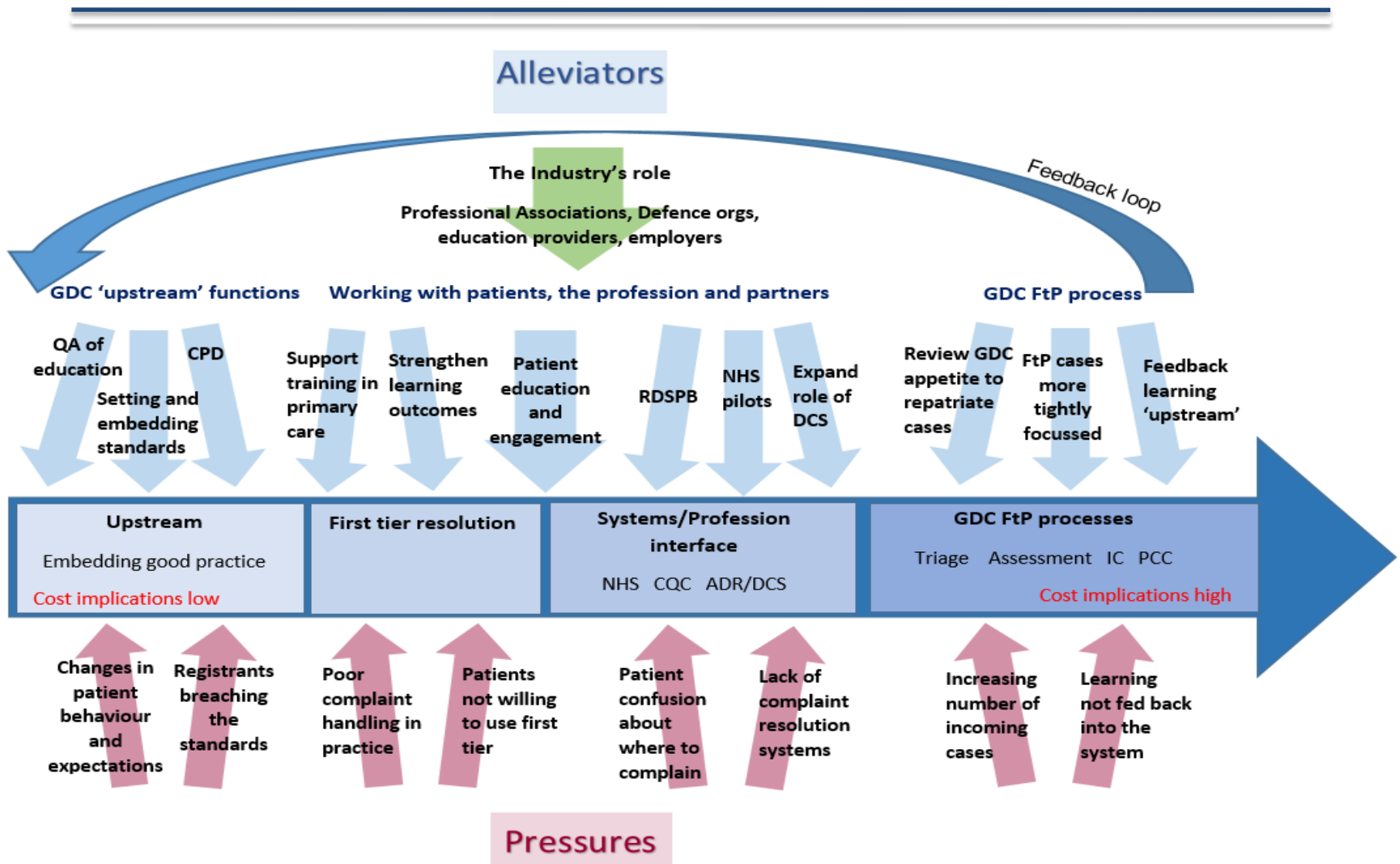
# Model of regulation

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## Four components of regulation:



# A more complex ecosystem



# Background

- As regulators, interested in identifying preventative and supportive ‘upstream’ interventions
- Communication and consent issues identified as weakness across both professions
- Patients and practitioners bring their different ‘values’ to any consultation
- What tools can we develop to surface differing values and bridge any gap between patient and practitioner?
- Partnering with the Collaborating Centre for Values-based Practice in Health and Social Care



# Patient and practitioner research

- Collaborative workshop, 36 participants
- Half dental, half osteopathic practitioners and patients
- Gathering stories of positive (and negative) experiences of consultations
- Understanding the diverse values present and impact on shared decision making.
- Understanding actions required for a positive experience, alongside the barriers.
- Identifying potential solutions that will support shared understanding and decision making



# Understanding the context

- Initial discussions of the wider challenges facing practitioners:
  - Financial, administrative and time pressures of the job
  - Perceived lack of government support/funding
  - Varying nature of the practitioner-patient relationship
  - Patients paying for treatment



# Aspects of positive consultations

- Shared
  - Consultation starts at first point of contact
  - Well-presented reception and consultation space
  - Clear communication of the options supported by visuals
  - The ability to listen/feeling listened to
  - Sufficient time/not feeling rushed
  - Open and friendly demeanour



# Aspects of positive consultations

- Practitioner-specific
  - Patient taking ownership/responsibility
  - Demonstrating empathy
  - Remaining calm
  - Holistic approach
- Patient-specific
  - Technical knowledge of practitioner/having confidence in practitioner





*“First moment when you introduce yourself to the patient, in a friendly manner and allowing them to tell their story”*

*“When I enquired about my implants I was shown everything that would happen on a computer. Was made to feel safe and secure”*

*“The ones that have gone well are the ones when I have the most amount of time to spend with the patient”*

*“The patient had 'prepared' themselves for the appointment: knew about Osteopathy, knew about me and what to expect”*

*“Building rapport – engaging with patient about their interests, listening out for clues in conversations that are not just about why they have come to see you”*

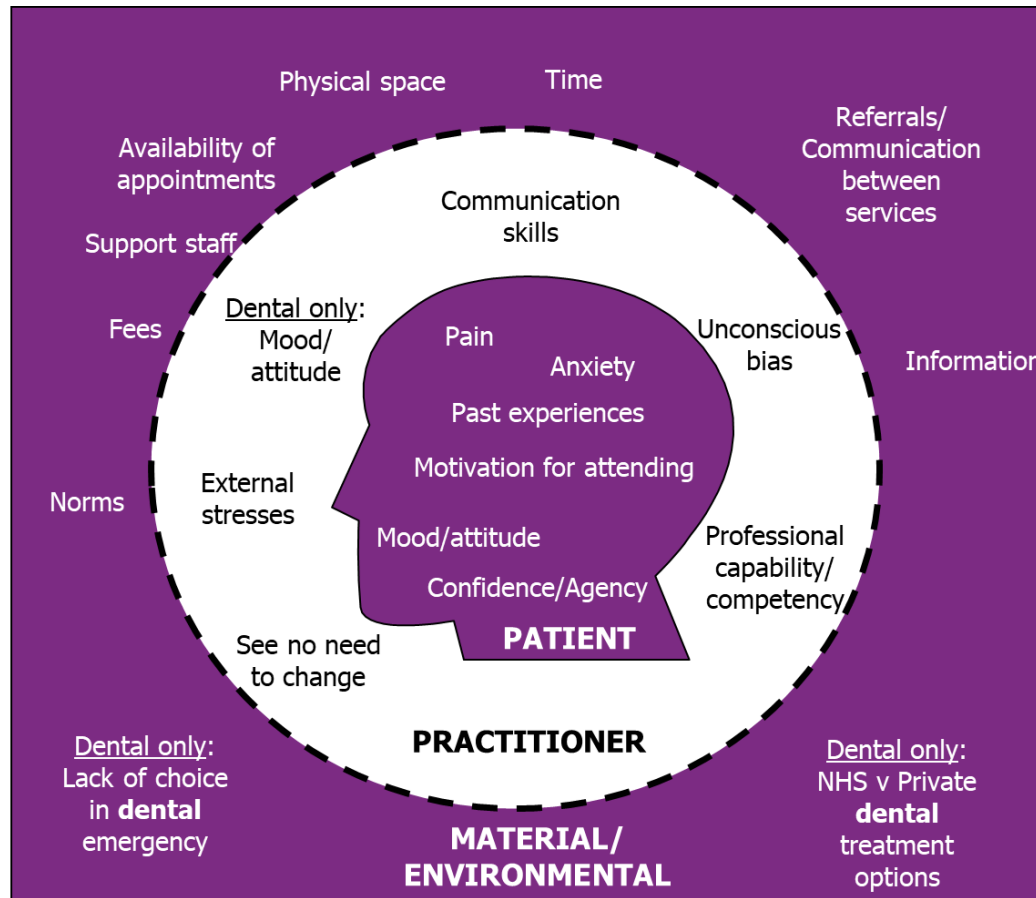


# Benefits identified

- Practitioners and patients identified:
  - Better health outcomes – including better ongoing self-care
  - Improved communication between patient and practitioner
  - Higher levels of trust between patient and practitioner
  - Improved well-being of the patient and practitioner
  - Higher levels of satisfaction
  - Clear understanding of costs involved



# Barriers to a positive consultation



# Common emerging themes

- Taking a good patient history
- Developing a shared understanding/shared expectations
- Physical and logistical considerations
- Achieving good communication throughout the consultation
- Reporting and acting on feedback



# Exercise

- In pairs or threes (ideally with people you don't know)
- Identify the three most important (non-clinical) questions you would ask a patient
- Share the questions in the group and discuss any differences
- Identify any context-specific issues in your questions
- Feed back



# Workshop practitioner responses

- Uncovering communication preferences
- Establishing why the patient is attending
- Establishing level of pain
- Establishing patient expectations and goals
- Establishing patient history
- Communication of treatment
- Monitoring aftercare



# Next steps



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**MNEMONICS**

# Get involved

- Share your experience
- Contribute your ideas
- Help us pilot the tools

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