

# PATIENT CENTERED CARE MODEL TO IMPROVE THE QUALITY AND SAFETY OF PATIENT CARE IN HOSPITAL: A SYSTEMATIC REVIEW

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## ABSTRACT

**Background:** Patient Centered Care (PCC) is a health care system focused on patients. This system places patients as subjects in each care provided. This study aimed to systematically review the PCC model to improve the quality and safety of patient care in hospital.

**Subjects and Method:** This was a systematic review conducted by searching articles in the period of 2010 to 2018, using PubMed, Google Scholar, and Scopus databases. The keywords were "Patient Centered Care", "quality", and "patient safety". The articles were reviewed by using PRISMA flow diagram.

**Results:** Seven studies reported that PCC was carried out in the attitudes of respecting the dignity of patients and families; maintaining safety and comfort; allowing active family participation; providing information, communication, and education; providing the best services; and benefiting team collaboration. The core concept of PCC to treat patients as a unique individual, respecting their value and belief, and responding flexibly to patient's need and choice. The PCC approach was proven to improve patient status through improved communication, to foster a positive climate, and to encourage interaction between patients and service providers. Interaction was carried out on an ongoing basis that might improve communication so as to avoid unexpected things.

**Conclusion:** Patient Centered Care (PCC) increases the outcomes of health services and minimizes unexpected things.

**Keywords:** patient centered care, quality, and patient safety

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## BACKGROUND

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Patient Centered Care in health care is a new concept in health care in which every care given always involves patients or patients' family as a whole.

The Institute of Medicine (IOM) states that Patient Centered Care (PCC) as a form of health care that prioritizes good collaboration between care givers and care receivers in this case are patients and or their family (when necessary) that the decision made regarding the treatment is patients' own desire, need, and choice (Rosa, 2018).

To accomplish the quality health care, every infrastructure is required to give safe, effective, patient focused, timely and equal

health care. IOM reported that most adverse events that were caused by human error actually can be avoided to prevent injury toward the patients (Jarral et al., 2018).

Some obstacles in implementing Patient Centered Care is the inadequate communication between health workers and patients or patients' family during health care in Emergency Unit or Intensive Care Unit.

Patient Centered Care is implemented in the care of patients which is integrated among all Care Giver Professionals with horizontal and vertical pattern. In horizontal integration each care giver holds equally important contribution and role in care giving process. Whereas in vertical integra-

tion, the health care is gradually given in various service units in accordance with clinical needs and patient's condition.

The implementation of Patient Centered Care in hospital service concept aims to improve the quality of the service and reduce adverse event. The important key in improving the quality of hospitals' service is patients' satisfaction. Satisfied patients will always be comfortable in the hospital and will always come back and recommend it to others. The comfort will be obtained by patients if in each action and decision the patients are always involved and provided with accurate information related to the service to be received.

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## SUBJECTS AND METHOD

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### 1. Design of the Study

The study was a secondary study with systematic review which is analysis of studies conducted toward certain distinguished topic or questions toward an element of certain science. It is conducted by referring the Preferred Reporting Item for Systematic Review and Meta – Analysis (PRISMA).

### 2. Inclusion and Exclusion Criteria

Systematic search was conducted by using PubMed, Google Scholar and Scopus. It used key words that were relevant with the material namely Patient Centered Care, Quality, and Patient Safety during the period of 2010

– 2019 to identify all studies and reviews which were relevant with the focus of the study.

### 3. Data Extraction

Literature selection was based on several standard criteria. Population was all journal of studies with the topic Patient Centered Care and related to the service quality in hospitals as well as patient safety. The used selection scheme was in accordance with Figure 1.

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## RESULT

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The author formulated several analysis toward the result of published studies. There were seven literatures of studies and articles which were relevant with the topic of Patient Centered Care for quality improvement and patient safety at hospitals. The other reviews were also included in the study, however they were only used as additional information.

The researcher conducted selection toward titles and abstracts of the collected studies. Afterward, the researcher omitted some irrelevant studies and studies which were not in the form of complete text. The data of each article and literature included in the study were selected based on year, topic or focus of the study, and the main findings which were relevant with patient centered care, hospitals' service quality, and patient safety.

Table 1. The Result of Articles Analysis

Author	Year	Publication Media	Result
Marti et al.	2015	The Indonesian Journal Of Health Science, 6(1)	From the result of the study, it was identified that the implementation of Patient Centered Care was conducted in the form of the attitude of respecting the dignity of patients and family, retaining safety and comfort, family's active participation, communication, information, and education, performing the best service and team collaboration

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Gillespie and Reader	2018	The Milbank Quarterly, 96(3): 530-567	The result of analysis of the study stated that customers' complaints (patients and or patients' family) were originated from insufficient information, insufficient knowledge, and insufficient communication between care givers and health care receivers. Therefore the patients' involvement in each service process may reduce complaints, eliminate the possibility of mistakes happened in the service, and provide insight that patients might be able to detect the improvement of their condition.
Atmaja et al.	2018	Nurscope	Clinical supervision training was proven to be improving nurses' ability in implementing Patient Centered Care, giving changing of knowledge, attitude, and finally influenced the behavior the heads of the ward in performing the academic model clinical supervision to ensure the quality of nursing care.
Luxford et al.	2011	International Journal for Quality in Health Care, 23(5)	The result of the study indicated that management supports encouraging Patient Centered Care was able to improve the quality of service based on clinical assessment and audit.
Tobiano et al.	2015	The Journal of Advanced Nursing (JAN)	Nurses played role in improving patients' participation as well as empowering patients during the process in hospital.
Irawan	2019	JMMR (Jurnal Medicoeticolegal dan Manajemen Rumah Sakit)	All hospitals' components including doctors, should implement PCC concept and mindset that the patient is the only existing patient.  Focus and did not make any decision without involving patients.
Greene et al.	2012	The Permanente journal	The comprehensive, integrative, and consistent approach to make the care is revolved around the patients as the system property is likely to succeed.

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## DISCUSSION

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The result of studies that are critically reviewed in the systematic review indicate that to improve the quality of service and customers' satisfaction then it is very important to involve patients in every procedure to be performed. No procedure is performed without patients' involvement. Patients' knowledge toward the procedures of care will improve trust, reduce complaints, and reduce the risk of procedure error.

Coordination and collaboration are needed in the process of care. Cooperation and communication should be well intertwined between health workers and the family during the on going care process. Family should be involved in each on going process. The team that handle the patients is also important to feel respected and listened for their opinion related to the suggested recommendation and performed action.

Training and socialization are greatly needed to support the implementation of

Patient Centered Care procedures toward patients. Therefore all staff should have the commitment in every given service, so that it gives benefit to customers' satisfaction as well as able to reduce the possibility of the patient safety incident.

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