How Do We Create the Human Centered Primary Care of the Future?

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Human Centered Primary Care Goals

• Focus primarily on the needs of the human being/s in the room
• Human centered care often involves using technology
• Human centered care also involves human users of the technology
What does human centered care look like?

What have your experiences been like in the outpatient/clinic setting?
What patients rate as important for excellent care

Consumer Reports survey of 39,090 patients

• Treats me with respect (77%)
• Listens to me with patience and understanding (67%)
• Seems to care about my emotional well being (64%)
• Efforts to get to know me as a person (42%)

http://www.consumerreports.org/cro/cu-press-room/pressroom/archive/2007/02/0702_eng0702sur.htm?resultPageIndex=1&resultIndex=1searchTerm=doctors
Patient Centeredness

• Outlining the patient’s agenda
• Exploring psychosocial and emotional issues
• Discussing how health problems affect a patient’s life

**BACKGROUND**

- Why is this important for the you?
- How has the exam room computer changed our ability to be patient centered?


NOT Human Centered Care
A Child’s Point of View

NO ONE WAS MORE SURPRISED THAN THE PHYSICIAN HIMSELF. The drawing was unmistakable. It showed the artist—a 7-year-old girl—on the examining table. aboard an aircraft carrier in the Persian Gulf, a position he had assumed after a single year of general internship in the navy. During the assignment, he had seen this floating city of more
Education tools have been developed to help clinicians continue to be patient centered during the outpatient office visit.

Break up visit into parts- beginning (entrance, greeting and HPI) and then transition to the EHR.


## Electronic Health Record Communication Skills

### Remember RESPECTS®

<table>
<thead>
<tr>
<th>RESPECTS</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>R</strong> Review the EHR prior to entering the room</td>
<td>Briefly review chief complaint, vital signs, problem list and recent visits if possible.</td>
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<tr>
<td><strong>E</strong> Entrance</td>
<td>Greet patient, introduce self and build rapport before introducing the EHR.</td>
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<tr>
<td><strong>S</strong> Say everything that you are doing</td>
<td>Verbalize all actions performed when using the EHR.</td>
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<tr>
<td><strong>P</strong> Position of the computer</td>
<td>Position the computer so the patient is able to see the screen when necessary by putting the computer in the patient-provider-EHR triad.</td>
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</table>
| **E** Engagement position | Be in the engagement position during critical conversation with the patient:  
  - Eye contact  
  - Body fully aligned  
  - Proper body movement  
  - Non-distracted environment |
| **C** Computer confidence | Value the computer, speak positively about the EHR. |
| **T** Teach | Teach the patient through use of the EHR. |
| **S** Summarize and Sign out | Verbally and simultaneously provide a written summary for the patient. Sign out of the computer at the end of the visit. |
Okay, but are there times when the technology enhances human centered care?
Using Tech in a Human Centered Way

- Can you give examples of using technology/exam room computer that actually enhance the care of humans?

Patient-Provider-Computer Triad
Using the EHR to educate
Negative/Positive Perceptions

- Strongly negative
- Negative
- No effect
- Positive
- Strongly positive

History taking
Patient to provider communication
Review of meds/med records
Communication between providers
Review of results with patients
Lastly, Human Centered Tech/IT
What general practitioners find most rewarding

- Maintaining relationships with patients—the most rewarding aspect of their career
- Most clinicians who go into primary care do so to touch lives.


The Salutogenesis-Oriented Session: Creating Space and Time for Healing in Primary Care, Rakel, D. Explore 2008; 4:42-47.
Use of the EHR caused 92% of studied providers to feel that their communication between themselves and their patient was “disturbed”

Negative/Positive Perceptions

- History taking
- Patient to provider communication
- Review of meds/med records
- Communication between providers
- Review of results with patients

Bar chart showing perceptions of patient-provider communication.
Human Centered Tech/IT

– Should we be creating human centered EHRs/IT?
– What would a human centered EHR look like?
Clinician Mindfulness

- Multitasking is the opposite of mindful presence.
- Multitasking and task interruption have been implicated as sources of error.


Computers can be so distracting!
Can we work together, through collaborations like I-PrACTISE, to reduce the cognitive load of EHRs/IT and improve human user efficiency?


• Goal is to focus primarily on the needs of the human being/s in the room
• Human centered care often involves using technology
• Human centered care also involves human users of the technology
• PLEASE don’t forget to think about the humans USING the technology
Thank you for your time.
Contact info: Marie Sandoval, MD
e-mail at marie.sandoval@UVMHealth.org
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