

Implementing the Chronic Care Model for the Management of Noncommunicable diseases (NCDs) in the Primary Care Setting

Lecture: Patient-Centered Care

Patient-centered care is a fundamental component of the Chronic Care Model and plays a critical role in improving the management of chronic conditions. This next video lecture will highlight components of patient centered care.

The Chronic Care Model identifies patient-centeredness, effectiveness, efficiency, equity and timeliness, as essential elements of efficient health service delivery. For people with chronic illness. Patient centeredness in health care has been shown to increase patient engagement, satisfaction and compliance, improve quality of life and reduce patient anxiety. Prevention and Control of chronic conditions can be approached more effectively by offering a patient centered care rather than focusing on the disease.

Components of patient-centered care involves ensuring the accessibility and continuity of care, strengthening patient involvement and care by making it easier for patients to express their concerns. Healthcare service providers to respect their patient's values, preferences and needs, and healthcare providers to offer emotional support, especially to leave patients anxieties and fears.

Patient-centered care involves supporting self-management across all levels of the system by facilitating therapeutic goal setting and boosting the confidence of patients and their families in self-care. It also involves establishing more efficient mechanisms for inter unit coordination and integration. Patient-centered care also means that health network staff are aware of these principles and appropriately trained to offer this type of care, which may include bringing in community resources.