

### OBJECTIVES & METHODOLOGY

The EMPATHiE project had four tracks of work, corresponding with subsequent 4 key results

1. To identify models of best practices for patient empowerment

Overview of literature on interventions addressed, primarily or secondary, towards patient empowerment between 2000 and 2013. Best practices were selected following two criteria: impact (strong/intermediate evidence on the impact) and the scientific quality of the review (AMSTAR higher than 5).

2. To identify facilitators and barriers for empowering patients.

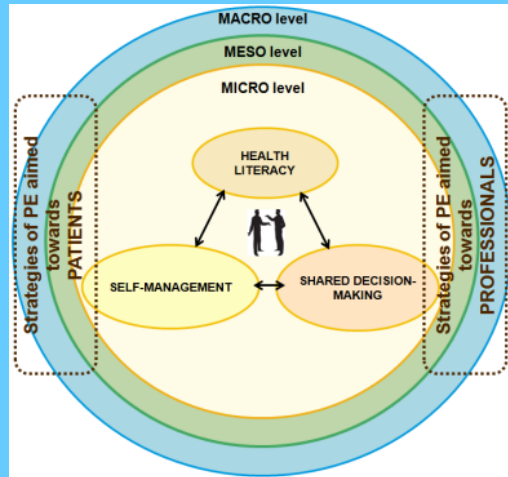
Data was retrieved through focus groups and a survey in EU Member States, EFTA/EEA and accession countries. National contact points (NCPs) were identified in each country. The goal of the focus group was to identify key aspects for the analysis of facilitators and barriers to patient empowerment. One focus group was scheduled in each country with approximately 12 participants, representing different target groups: patient representatives, healthcare professionals, healthcare managers and policy makers or health authorities.

3. To develop a method to validate transferability of good practices, taking into account the context of other diseases, patient characteristics and specificities of health systems.

Literature reviews concerning innovation, adoption and emergence of Good Practices in organizations; especially from social science and improvement science research. The literature review started out with basic articles from each field and was enlarged based on snowball criteria. First a model for transferability was selected based on considerations of theoretical strength, completeness and feasibility of application and then findings were classified according to this model and the related concepts.

4. To develop scenarios of EU future collaboration on patient empowerment (PE).

The methodological approach followed the path of a stakeholder consultation in the shape of two stakeholder workshops, an online survey, and a number of personal interviews with representatives of key stakeholder organizations.



### Concept of Patient Empowerment

An **empowered patient** has control over the management of their condition in daily life. They take action to improve the quality of their life and have the necessary knowledge, skills, attitudes and self-awareness to adjust their behaviour and to work in partnership with others where necessary, to achieve optimal well-being.

**Empowerment interventions** aim to equip patients (and their informal caregivers whenever appropriate) with the capacity to participate in decisions related to their condition to the extent that they wish to do so; to become "co-managers" of their condition in partnership with health professionals; and to develop self-confidence, self-esteem and coping skills to manage the physical, emotional and social impacts of illness in everyday life.

### WP COORDINATION

All the Work-Package Leaders met three times to review progress in all the work packages. The coordinating partner, FAD, maintained contact with partners mainly through emails and regular teleconferences.

### RESULTS

The EMPATHiE project yielded 4 key results:

1. A catalogue of best practices in **patient empowerment**, that has found four types of promising strategies: established effective practices (such self-management support and patient education); recent innovative practices (such as virtual interactive platforms and tele-monitoring through smart-phones); shared decision making practices and systemic changes regarding the model of care (such as the chronic care model).

2. An analysis of barriers and facilitators of patient empowerment in 26 MS suggesting that policy agenda should consider focusing on better education of patients and public, improving education of healthcare professionals in holistic thinking and communication skills, specific restructuring of healthcare delivery and a central common electronic record accessible by patients and professionals.

3. A proposal of a method to validate transferability of good practices on PE and an assessment matrix, conceived not just as an assessment tool, but also as an improvement tool, directing attention to factors hindering transferability.

4. And, four possible scenarios of EU collaboration on PE over the next ten years.

**Scenario 1: "The informed patient"** European collaboration focuses on ensuring that patients and citizens have easy access to information & health literacy covering all aspects of health, including prevention, treatment options, evidence-base for different treatments, & lifestyle advice.

**Scenario 2: "New professional skills, knowledge and attitudes"**, European collaboration focuses on ensuring that health professionals have the right skills, knowledge & attitudes to practice patient-centred healthcare.

**Scenario 3: "Self-management supported by technology"**, eHealth solutions, such as telemedicine, electronic health records, remote monitoring, etc. become part of mainstream healthcare. European collaboration focuses on developing and implementing effective ICT resources and tools for patients and professionals to support PE.

**Scenario 4: "Transparent quality data for patient choice"**, European collaboration focuses on facilitating patient choice through making available transparent and comparable information on quality of care.

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#### Partners:

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- Dutch Institute for Healthcare Improvement (CBO)
- European Patients' Forum (EPF)
- Chalmers University of Technology
- Masaryk University (MU)
- European Network on Patient Empowerment (ENOPE)
- Danish Committee for Health Education

- Royal College of Psychiatrists (RCPsych)
- Standing Committee of European Doctors (CPME)

#### Experts:

- Angela Coulter Department of Public Health, University of Oxford
- European Federation of Nurses (EFN)
- Research Group. Servicio Canario de Salud

#### Full report:

[http://ec.europa.eu/health/patient\\_safety/docs/empathie\\_frep\\_en.pdf](http://ec.europa.eu/health/patient_safety/docs/empathie_frep_en.pdf)