



european**patients'** forum

**A STRONG PATIENTS' VOICE TO DRIVE BETTER HEALTH IN EUROPE**



# THE PATIENTS PERSPECTIVE

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## EMPOWERMENT

- Process
- Helps people to
  - gain control over their lives
  - act on issues they define as important

## EMPOWERMENT ACTIVITIES:

- **Participation** – design, management, evaluation of livelihood activities and policies
- **Capacity building** – individual & organisational
- **Economic** improvement & increased access to resources.

## PATIENT EMPOWERMENT

- = essential pre-condition to improve:
- quality of healthcare
  - health outcomes
  - quality of life among the chronically ill patients.

## EMPOWERMENT: individual level (1)

- Access to early diagnosis;
- Access to comprehensive & reliable information (medicines, treatment)
- Freedom of choice;
- Access to quality, safe, evidence-based care + flexible health services

## EMPOWERMENT: individual level (2)

- True & meaningful partnership with healthcare professionals;
- Access to written personal self-management & emergency plan;
- Continuity of care, regular review & follow-up;

## EMPOWERMENT: individual level (3)

- Access to patient education & peer support;
- Caregivers and family empowerment: education and peer support.



## EMPOWERMENT: organisational level (1)

- Building capacity :
  - inclusive, effective, sustainable patient organisations;
  - transparency, accountability, code of conduct
  - true representation of membership.
- Equal access to information on health policy developments

## EMPOWERMENT: organisational level (2)

- Meaningful patients' representation in healthcare decision-making & planning, at the very onset!
- Patients' organisations – as catalysts for multidisciplinary collaboration.

## OUTCOMES of EMPOWERMENT (1)

- Increased patients' ability to manage the disease;
- Healthier behaviours;
- Enhance satisfaction with service providers;
- Better access to health services;
- Enhanced self-education
- Improved mental health

## OUTCOMES of EMPOWERMENT (2)

For family & caregivers:

- increased efficacy and coping skills;
- Reduced anxiety and depression;
- Better quality of life.

## OUTCOMES OF EMPOWERMENT (3)

### Economic outcomes:

- More efficient use of health services;
- Evidence of reduced utilisation;
- Better utilisation of resources.



WHO IS INVOLVED?

ALL OF US

# WHO IS INVOLVED?

Patient organisations

Education

Health services

EU Institutions

Media

Industry

Family

Governments



Social services

Legal services

Friends

HC professionals

**And many more**



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**THANK YOU**

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