

# Patient-centered approaches to LTBI treatment for “challenging” patients

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How do we move toward  
patient-centered care for  
people who find LTBI treatment  
challenging?

# What does “patient-centered” mean?

Review

## Patient-Centered Care and Outcomes: A Systematic Review of the Literature

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and Suzanne Austin Boren<sup>1</sup>

### Abstract

Patient-centered care (PCC) has been studied for several decades. Yet a clear definition of PCC is lacking, as is an understanding of how specific PCC processes relate to patient outcomes. We conducted a systematic review of the PCC literature.

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REVIEW

## Patient-centered care and adherence: Definitions and applications to improve outcomes

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### Keywords

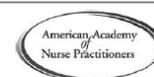
Patient-centered care; adherence; patient involvement; patient perspective.

### Correspondence

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### Abstract

Purpose: The implementation of patient-centered care (PCC) has been hampered by the lack of a clear definition and method of measurement. The purpose of this review is to identify the fundamental characteristics of PCC to clarify its definition, propose a method for measurement of PCC, and recommend effective PCC practices.



## SPECIAL ARTICLES

## Person-Centered Care: A Definition and Essential Elements

*The American Geriatrics Society Expert Panel on Person-Centered Care*

*“Patient centeredness refers to health care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients’ wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.”*

**Institute of Medicine, “Envisioning the National Health Care Quality Report” (2001)**

## Patient- provider partnership

*“Patient centeredness refers to health care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients’ wishes, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care.”*

Education

Individualized

Support

Participatory

**Institute of Medicine, “Envisioning the National Health Care Quality Report” (2001)**

**A patient-centered approach:**

*“...considers the needs, perspectives and individual experiences of people affected by TB, while respecting their right to be informed and receive the best quality of care based on individual needs.*

*It requires the establishment of mutual trust and partnership in the patient-care provider relationship*

*and creates opportunities for people to provide input into and participate in the planning and management of their own care.”*

**Stop TB Partnership, “Every word counts”  
(2015)**

A patient-centered approach:

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Education

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Patient-provider partnership

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Participatory

Stop TB Partnership, “Every word counts”  
(2015)

How do you know if care is patient-centered?

*I am kind and compassionate toward my patients...*

*Our program offers incentives/enablers and treatment support...*

# What do patients think?

- Focus groups in homeless shelters in Boston and Atlanta
  - Facilitated by members of the homeless community
  - Objective was patient engagement, not research
- Asked about LTBI treatment preferences
  - How to encourage testing and uptake of treatment
  - Regimen (daily or weekly)
  - Administration (how and where to get treatment)
  - How to encourage treatment completion
  - Concerns about treatment

# Encouraging testing and uptake

- Shelters should be stricter about testing
  - Clients want to know that everyone around them has been screened
- Accompany people with positive test through evaluation
- Doctors must clearly explain the meaning of a positive test
  - If the doctor seems unsure, it can cause stress for the patient
- Education is needed to dispel rumors and help people understand reason for treatment

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Patient-  
provider  
partnership

Education

# Regimen and administration

- Most said they would prefer weekly regimen
  - Some emphasized that “everyone is different” and that patients should be given a choice
- When asked where to receive treatment:
  - Receiving each dose is important for people who have no way to store medications (e.g. in shelters)
  - Convenience was paramount; accessible locations, short waits
  - People want options so that they can go wherever fits with their activities on a given day

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Participatory

# During treatment

- Encouraging completion:
  - Incentives (small weekly incentives or prize at end)
  - Some liked the idea of receiving treatment at support groups
- Concerns about treatment:
  - Side effects
  - Interference with other medications or medical conditions
  - Stigma over being targeted for screening/treatment because of housing status

# Patient-centered outcomes

## **Patient-Centered Outcomes Research Institute:**

“Outcomes that people notice and care about”

*Patients don't experience blood pressure,  
they experience heart attacks*

# What is a patient-centered outcome for LTBI treatment?

## **What patients notice and care about**

Not getting TB

Convenience

Side effects

## **What programs measure**

Treatment completion/  
adherence

# Summary

- Members of the homeless community want patient-centered care
  - Individualized: convenient LTBI testing and treatment
  - Participatory: choices in what to take and where/how to receive it
  - Education: accurate information
  - Support: incentives and support during evaluation and treatment
- TB programs' measure of success does not match the priorities of patients

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# Considerations

- How can treatment be individualized and participatory?
  - Can we offer choice in treatment and adherence monitoring?
- Invest in materials for education and treatment literacy
- Consider patient-centered measures of program success
  - Patient satisfaction? Self-efficacy?

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