

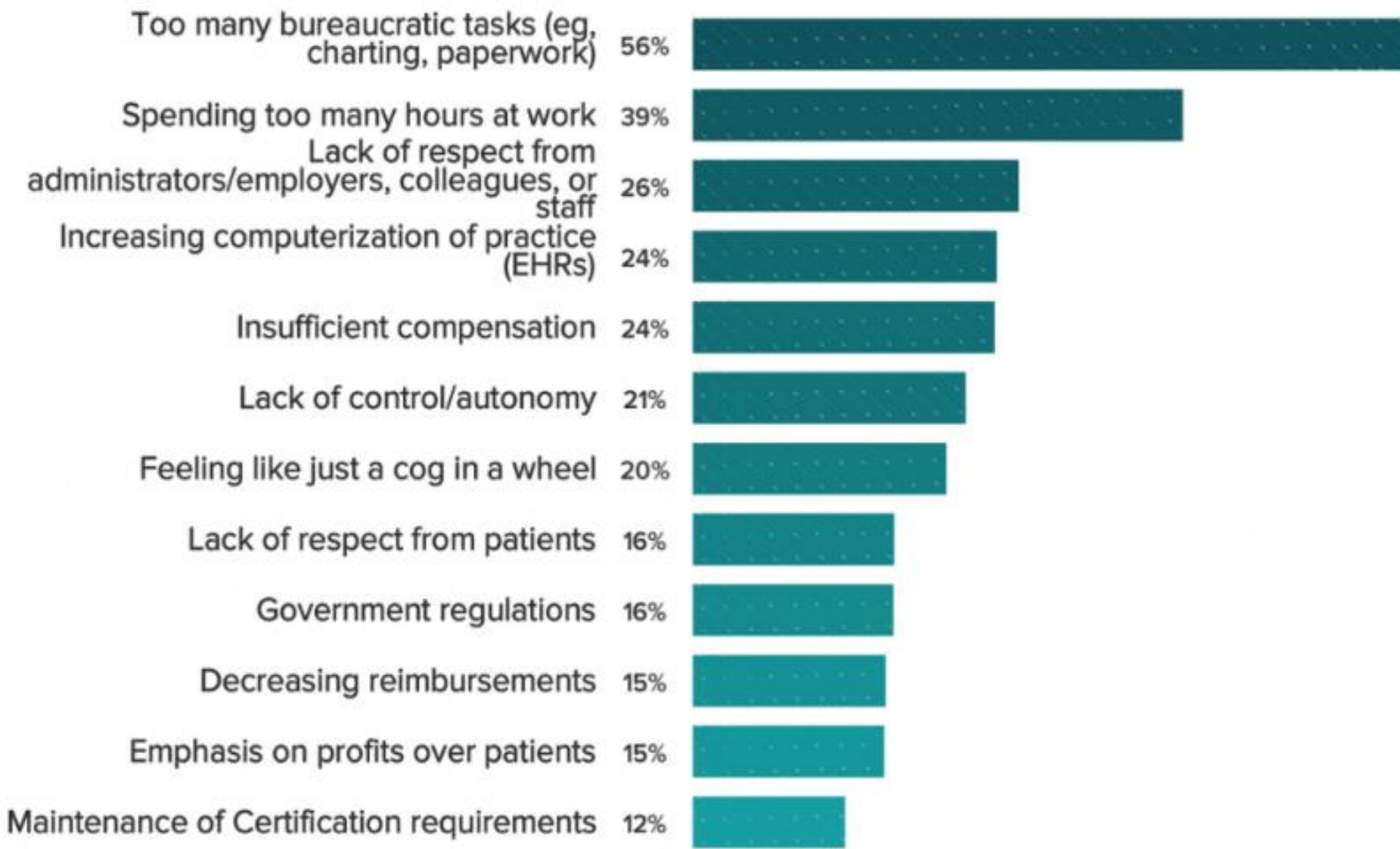
# «..but I am the expert!»

*An exploratory study of Norwegian hospital doctors  
attitude towards increased patient empowerment*

Presentation of a Masters Thesis  
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## What Contributes to Physicians' Burnout?



# Patient empowerment as a contributor?



*«The big influencers on health care shall now be the patients...»*  
Bent Høie, Minister of Health 2015



# The Research Questions

- How do the hospital doctors understand this political message on «the patients health care»?
- Which factors influence the doctors attitudes to user involvement?
- Does this political message influence the working day of the doctors?
- Does this political idea change the service to the patients?



# Method

- Semistructured interviews
  - Interview guide
  - All conducted at the doctors workplace
  - Duration 35-75 minutes
- Recruitment by the «snowball method»
- To reduce potential conflicts of interest;
  - Informants from another hospital trust
  - Informants from other medical specialities

# The informants

- 10 informants
- 7 in surgical specialities
- 4 men, 6 women
- Clinical experience after internship: 8-40 years
- The majority with PhDs
- All engaged in teaching at various levels
- None worked at a privately financed hospital at the time



# Results: The doctors attitudes as of today

What??

I guess its about informing the patient better?

An ethical dilemma...

None used relevant terminology on  
patient empowerment or user involvement,  
shared decision making or communication skills



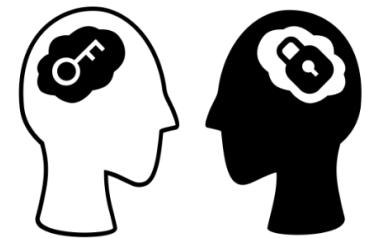
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# The doctors experience of changes



Of the system:

«*The change is enormous. The common behaviour of yesterday is HR business of today*»



Of a personal journey:

«*..myself, I feel sort of more open the longer I've been working. Your stress level as a doctor is so high, but with experience you learn to relax a bit more. Then it is possible to open up to other aspects of care.*»

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# Doctors resentment to governance

*«The Ministers opinion matter exactly zero to my work»*

*«This (patient empowerment) is not what matters to the patients»*

*«..allegedly for the patient, but really just so someone can put a cross in a questionnaire...»*



# Conclusions



The political message is not well understood

The literature on the subject not known

Doctors in medical specialities with strong user involvement were the most positive to further advances in user involvement



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Not obvious that younger and/or female doctors are the most positive



# What does the doctor prescribe?

*«Time with the patient. To have a schedule that enables good communication, to ask someone more experienced, to ask the next-of-kin. To really enable the patient to make good decisions about their health...»*

*Thats it.*

*Time»*



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# Questions?

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