«..but I am the expert!»

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

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What Contributes to Physicians' Burnout?

- Too many bureaucratic tasks (e.g., charting, paperwork) 56%
- Spending too many hours at work 39%
  - Lack of respect from administrators/employers, colleagues, or staff 26%
- Increasing computerization of practice (EHRs) 24%
- Insufficient compensation 24%
- Lack of control/autonomy 21%
- Feeling like just a cog in a wheel 20%
- Lack of respect from patients 16%
- Government regulations 16%
- Decreasing reimbursements 15%
- Emphasis on profits over patients 15%
- Maintenance of Certification requirements 12%
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
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.»
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

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»
Questions?

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