

SEMINAR PRESENTATION

EXPLORING THE CONCEPT OF EXPERT
PATIENT

PRESENTED BY

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EXPLORING THE CONCEPT OF EXPERT PATIENT PROGRAMME (EPP)

Self Care is highlighted in the health care plan in places like the United States of America and United Kingdom as one of the key building blocks of a patient-centred health service. Self Care is also a key component of the model for supporting patients with chronic diseases in these recent times.

This presentation is an opportunity to explore the concept of Expert Patient Programme (EPP), looking at;

- 1. WHAT IS EXPERT PATIENT**
- 2. RATIONAL**
- 3. IDENTIFIED THEMES.**
- 4. BENEFITS OF EPP**
- 5. FOCUS: DIABETIC PATIENT**

AIM:

- 1. TO IDENTIFY AND UNDERSTAND THE IDEAS BEHIND THE
EXPERT PATIENT PROGRAMME (EPP)**

2. TO IDENTIFY THE BENEFITS OF EPP TO THE PATIENT AND NATIONAL HEALTH SERVICE (NHS).

3. TO IDENTIFY THE ROLE OF THE HEALTH CARE PROFESSIONALS.

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2. WHAT IS EXPERT PATIENT

2. RATIONAL

3. IDENTIFIED THEMES.

4. BENEFITS OF EPP

DEFINITIONS OF KEY WORDS:

A. WHAT IS CONCEPT?

CONCEPT IS DEFINED AS A SET OF IDEAS, VIEW, PERCEPTION OR A GENERAL NOTION. (OXFORD DICTIONARY 1969).

B. WHAT IS AN EXPERT?

EXPERT IS DEFINED AS TRAINED BY PRACTISE, SKILLFULL, SKILLED, PROFESSIONAL OR SPECIALIST. (THESAURUS; ENGLISH (UK))

THEREFORE EXPERT PATIENT MAY BE DEFINED AS A PATIENT WHO HAS GAINED SPECIAL EXPERTISE OR SKILLS AND KNOWLEDGE THROUGH THE EXPERINCE OF LONG-TERM CONDITION.

1. WHAT IS EXPERT PATIENT?

Expert Patient is a person empowered with skills and information to take control of his live, be the key decision- maker and responsible for the management of his long-term condition. He works in Partnership with health professional.

3. RATIONAL FOR EXPERT PATIENT PROGRAMME

- **Increase Live Expectancy**

- **Large population with chronic diseases**

- **Information Age of health care**

- **Era of active patients**

- **Evidence Base Practice**

EVIDENCE - BASED PRACTICE

The successful outcome of the work of Professor Kate Lorig (1999) in the USA and team and some voluntary sectors in the UK on lay-led self management for people living with Chronic diseases has led to the decision to incorporate the EPP in health services.

THE IDENTIFIED THEMES

1. Expert patient

Many a patient with long-term condition are said to be experts in their own rights. Many doctors have said, “My patients understand their diseases better than I do” (DH 2001). This patient’s knowledge and experiences are rich resources that could be tapped to improve quality of care and quality of life.

Empowerment

Empowerment means ‘the process of supporting individuals and providing them with opportunities to take control of themselves...devolving decision-making to local levels and encouraging individual responsibility...it is about giving control and choice; about participation and consultation (Steward, A. 1994).

Patient Empowerment

When patients’ knowledge and skill about their health condition is developed to a point where they are confident to take responsibility for their management, they become empowered and in position to take

control over their lives, health and treatment.

PARTNERSHIP

The NHS is committed in treating patients as partners to enable them take active role in the management of their health conditions.

The professionals offers information and choices, whilst patients

Making informed-decisions, also shares his experiences, and

Self-manages his symptoms. Patients and health professionals in

Partnership, each performing different roles towards a common goal.

LAY- LED SELF-MANAGEMENT PROGRAMM

The EPP self-management courses are run by and for the people with Chronic health conditions. It is lay - led, meaning patients are trained to be Trainers. It is known that patients value opportunities to share their Illness with other patients.

Participants are trained to develop knowledge and skills to manage their pain, stress, low self-image and coping strategies.

BENEFITS OF EPP

TO THE PATIENT

- Reduced severity of symptoms
- Significant decrease in pain
- Improved resourcefulness
- Better life satisfaction
- Improve patient-doctor relationship and communicate

- Appropriate use of available health care resources
- **Remain stable for long time**
- **Retain employment**
- **More skilled and informed about illness**
- **Self-efficacy is enhance through effective problem solving**
- **Much in control of his life and health**

TO THE NHS / HEALTH PROFESSIONALS

1. **Potential to promote preventive medicine**
2. **Well informed Patient will make fewer demands on health services**
3. **More cost effective use of health-care services.**
4. **Potential benefits to strengthen bond between health professionals and patients.**
5. **Reduce visits to health professionals such as GPs and DNs**

THE ROLE OF HEALTH PROFESSIONALS IN THE EPP

1. **Partnership working with patients.**
2. **Listing effectively to patients.**
3. **Refer patients to APP at appropriate times.**
4. **Make EPP accessible to all patients.**
5. **Ensure all patients are empowered to take active roll in their management in their illness.**
6. **Encourage self-management.**
7. **Ensure appropriate services are provided and resources are used wisely.**

SUMMARY

The EPP is a generic lay-lead self-management programme for people living with long-term conditions.

The aim is to support people to increase their confidence and improve their quality of life. Is about giving patients' relevant information and skills based on developing patients' confidence and motivation to use their own skill, information and professional services to take effective control over the management of their chronic conditions. The benefits to the patient include reduce severity of symptoms, significant decrease in pain improve life control and activity, resourcefulness and the life satisfaction.

It is important that health care professionals help people with chronic diseases so that they can live longer healthier, active life. This will improve quality of life.

Lay-led self-management programme is good. It is an approach to treat patient as a person and not a disease, giving holistic care.

EXPLORING THE CONCEPT OF EXPERT PATIENT - ELABORATION.

Self Care is highlighted in the National Health Service (NHS) Plan as one of the key building blocks of a patient-centred health service. Self Care is also a key component of the model for supporting patients with chronic diseases in

these recent times. The NHS, using the self-care management model, has set up expert Patient Programme. NHS believes that patients are experts of themselves. The idea of the Expert Patient was first developed to emphasize the role of the patient in health care.

The Department of Health defines “Expert patients, as people living with a long-term condition, who are able to take more control over their health by understanding and managing their conditions”. (DOH, Aug. 2001). The expert patient is a new system of approach in the 21st. century. This approach sets out aims to empower those living with long-term conditions to become key decision-makers in their own care, and working in partnership with health professionals. Expert Patient Programme (EPP) is an NHS based training programme that provides opportunities to people who live with Long-term condition (LTC) to develop new skills to manage their day-to-day issues arising. This strategy is based on evident rationale.

The twentieth century has seen more people living longer into eighties and beyond. This increase life expectancy has brought with its’ problems and many chronic diseases including heart diseases, cancer, arthritis and so on (DOH 2001). In the United Kingdom (UK), there are about 17.5 million adults living with chronic diseases. 75% of this population are over 75yrs (DOH 2001). The individual patient and family face difficulties such as physical, psychological, socio-economic problems and reduced quality of life (DOH 2001).

Today’s patient is better informed through information media such as the Internet, literature, user organisations (Thomas S, 2004), and also, family and friends. The era of the patient as a passive or submissive recipient of

of healthcare is changing and being replaced by a patient who want to be an active participant in his care (NHS EPP, June 2005). Therefore, the concept of self-management is in the right direction.

Self-management programmes have been widely reported to assist patients with chronic conditions to self-manage their symptoms. The work of Professor Kate Lorig and team (1999) of Stanford University in California and some voluntary sectors in the UK on lay-led self-management for patients with Chronic diseases has inspired the DOH to incorporate the EPP in it's NHS services. EPP is among a range of new initiatives to modernise NHS and to emphasis patient involvement in designed delivery of services. (EPNHS, 18th June 2005).

Evidence from clinical trials indicates that teaching self-management skills are more effective than information-only patient education, in improving clinical outcomes (Lorig K, et al. 2002). Diabetic patients involved with self-management education programmes demonstrated controlled disease, and Asthmatic patients experience less attacks. A pilot project on EPP for NHS staff suggests improve working life and reduced sick leaves (Payne S, 2005). Living well, a self-management programme for HIV patient is yielding tremendous results. Participants are assisted to live a quality and healthier life.

There are four major themes identified in the Expert Patient concept: the patient being an expert, empowerment, partnership, and Lay-led self-management programme. A common strategy identified in the above programmes is the use of the patient's own experiential knowledge and skills. Many a patients with long-term condition are said to be experts in their own

rights. He is an expert of himself and has experiential knowledge. This patient's knowledge and experiences are rich resources that could be tapped to improve quality of care and quality of life (DOH 2001).

When patients' knowledge and skills about their conditions are developed to a point where they are confident to take responsibility for its management, they become empowered and in position to take more control over their lives, health and treatment. Empowerment means 'the process of supporting individuals and providing them with opportunities to take control of themselves...devolving decision-making to local levels and encouraging individual responsibility...it is about giving control and choice; about participation and consultation (Steward, A. 1994).

The empowered patient has a new defined relationship with the health professional, and this is Partnership. The patient has a different role in the partnership with the health professional. The professional offers information and choices, whilst patients making informed-decisions (Nolan et al, 2001), also, shares his experiences, and self-manages his symptoms. He is in control and the key decision maker. The NHS is committed in treating patients as partners to enable them take active role in the management of their health conditions (DOH 2001).

The EPP self-management courses are run by and for the people with chronic conditions (Kennedy A, et al 2004). It is lay-led - meaning patients are trained to be trainers. It is known that patients value opportunities to share their illness with other patients. Some voluntary organizations and NHS agencies

have set up lay-led groups to enable people living with long-term conditions come together to share knowledge and skills to help each other. Self-management programmes are designed to assist patient health improvement, reduce the severity of symptoms, improve quality of life, confidence, and use available resources effectively (DOH 2001). The participants are trained to develop knowledge and skills to manage their pain, stress, low self-image and coping strategies (P. Hare et al 2004). Many a people are interested in the self-management course because of the benefits it offers them.

Research evidence of self-manage has shown that patients benefit in a lot of ways and the EPP has the potential to decrease problems associated with long-term condition and to promote preventative medicine (Thomas, S. 2004). Somme of the benefits includes; reduced severity of symptoms, decrease in pain and better life satisfaction. Patient condition remains stable for a long time and, therefore, likely to retain employment (Payne, S. 2005). Patient communication and health professionals' relationship is improved. A more skilled and informed patient will use available health care resources appropriately. Confidence and self-image is enhanced through problem solving and patient feels much in control of the life and health.

The EPP has the potential to promote preventive medicine. People will become responsible for their heath to prevent or reduce disease and complications. A well-informed patient will make fewer demands on health services resulting in more cost effective use of health-care services. There is the potential benefit of strengthened bond between health professional and

patients. Self-management practise will reduce patient visit to health professionals. Also, patient satisfaction will reduce complaints about NHS.

For the above benefits to be realised health professionals have to play their role with dedication. Working in partnership with patients, will promote the success of the EPP. Health professionals will have to listen effectively to patient to understand and learn from them. It is important to refer patient the right time and make the EPP accessible to all patients. It is the responsibility of health professionals to ensure that all patients are empowered to take active role in the management of their illness.

The EPP is a generic lay-lead self-management programme for people living with long-term conditions that will be easily assessable through the NHS and its partner organisation. The aim of this programme is to support people to increase their confidence and improve their quality of life. The Expert Patient Programme is about giving patients' relevant information and skills based on developing patients confidence and motivation to use their own skill, information and professional services to take effective control over the management of their chronic conditions. It is a lay-led programme. The benefits to the patient include reduce severity of symptoms, significant decrease in pain improve life control and activity, resource-fulness and the life satisfaction. It is important that health care professionals help people with chronic diseases so that they can live longer healthier, active life. This will improve quality of life. Expert patients can be used as resource for informing other patients with the same condition.

Lay-led self-management programme is good. It is an approach to treat patient as a person and not a disease, giving holistic care.