

## Patient and Family Engagement: The Secret Behind Quality Healthcare Services (Literature Review)

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### ABSTRACT

World Patient Safety Day 2023 underscores the significance of patient engagement, aligning with the principles advocated by Don Berwick. This article underscores the importance of involving patients and their families in healthcare services, with a focus on effective communication, cultural differences, varied levels of patient engagement, access to information, privacy, and resource constraints. The concept of "Person-Centered Care" epitomizes the effort to engage patients in making decisions about their care, supported by theories and expert models such as the Patient Engagement Model and the Shared Decision-Making Approach. To overcome the barriers to patient engagement, it is essential to provide training for medical staff, foster cultural awareness, ensure secure technology, and allocate resources judiciously. These measures will enhance the quality of care, safety, satisfaction, emotional support, and the efficiency of long-term care management. Patient and family engagement forms the cornerstone of quality and holistic healthcare in an increasingly complex healthcare landscape.

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## INTRODUCTION

In the last decade, the healthcare world has undergone a significant transformation. In the past, patients tended to be passive recipients of medical information. However, a new paradigm has emerged that emphasizes "Person-Centered Care" according to Engel, where patients are not just recipients but active partners in their healthcare. This thinking aligns with the words of Hippocrates, "Cure sometimes, treat often, comfort always." This statement emphasizes that healthcare is not just about treatment but also a holistic approach that focuses on the well-being and comfort of patients.

On the occasion of "World Patient Safety Day" on September 17, 2023, with the theme "Engaging patients for patient safety," we are reminded of the importance of involving patients, families, and caregivers as part of the healthcare team. Quoting the concepts of Don Berwick, an expert in healthcare quality, who suggests that patients as partners in care can enhance patient safety and satisfaction. When patients are recognized as individuals with identities, cultural and personal backgrounds, and not just temporarily holding a role when interacting with healthcare services, they become more actively involved in the safety and success of their treatment. Healthcare quality significantly improves when patients are treated as individuals with identities, histories, cultural and personal backgrounds, rather than just as service recipients. Thus, involving patients as partners in their care contributes to improving the safety and effectiveness of the healthcare system as a whole.

Research by Redley and collaborators emphasizes an interesting phenomenon: challenges in involving patients, despite their expressed willingness to participate. They consider crucial moments, such as ward rounds, as opportunities to deepen patient engagement. However, their findings indicate a discrepancy between willingness and the reality of engagement, which they attribute to contextual factors.

For those who have explored metatheories and clinical environment dynamics, these results are not surprising. For example, in Grand Theories like Urie Bronfenbrenner's "Ecological Systems Theory," we can understand that the healthcare system is a complex and dynamic ecosystem, involving various elements from individuals to larger social structures. Therefore, what patients expect in their participation and what they encounter in the field can be highly divergent.

Furthermore, if we only focus on one moment or opportunity for patient engagement, such as in the context of ward rounds, we diminish the crucial role of patients and families as active partners in their entire care trajectory. In this context, the concept of "Resilience Theory" can be applied to describe how patient and family adaptation and engagement become sources of resilience in navigating the complexity of the healthcare system.

In describing the importance of patient engagement in healthcare services, reference can be made to the concept of "Person-Centered Care" emphasized by many experts, including the Institute of Medicine (IOM). According to the IOM, patient-centered care emphasizes collaboration between

patients and healthcare professionals in planning, implementing, and evaluating care.

Based on this concept, the essence of patient engagement should not be viewed from a single aspect but should be seen as a holistic and multifactorial approach. This means not only looking at the facilities and medical staff's competence but involving patients and families in the entire dynamics of care. This engagement is not just participation but a collaboration that allows patients and families to provide different perspectives, overcome information barriers, and strengthen the trust between patients and healthcare providers.

In this article, the authors want to emphasize that their involvement is not just as service recipients but as collaborators with valuable perspectives, knowledge, and experience that can enhance the quality and effectiveness of healthcare services. Therefore, the hope is that readers can understand and apply a more inclusive and holistic approach in healthcare practice.

## **THEORETICAL REVIEW**

### *The Importance of Patient and Family Involvement in Healthcare Services Patient or Individual?*

A patient identifies a person receiving healthcare services. Every patient essentially remains an individual with their own identity when they enter the role of a patient. "Patient" is the role they assume when interacting with healthcare services, while "individual" reflects their whole self with identity, cultural background, and personal history. Understanding this difference is important in applying the concept of Person-Centered Care (PCC), which values the uniqueness and experiences of the individual. The PCC model reflects efforts to involve patients in decisions about their care, and the theory of patient participation in healthcare underscores the importance of active patient involvement in managing their care.

In the context of PCC, "patient empowerment" becomes a key term that signifies system or professional support to enable patients to feel informed and empowered to take action and contribute to their care. While patients are strong and autonomous individuals in their daily lives, this term highlights that in medical care situations, patients may experience a loss of power. Therefore, understanding and implementing the concept of PCC becomes highly relevant, with a focus on addressing the power imbalance between patients and healthcare professionals and empowering patients to take an active role in their health-related decisions.

The concept of PCC supports the idea that patients are individuals with autonomy in their daily lives and have the right to actively participate in their care. This model reflects the views of experts in healthcare who emphasize the importance of respecting the uniqueness and needs of individuals in the care process. One relevant expert in this context is Carl Rogers, a psychologist who developed a client-centered therapeutic approach, which shares concepts with PCC in healthcare. The theory of patient participation in healthcare is also supported by research and perspectives from various healthcare experts

highlighting the importance of patient involvement in their care to achieve better outcomes.

#### *Why Is Patient and Family Involvement Important?*

Patient and family involvement in healthcare services are crucial aspects of effective healthcare management. This is based on several strong reasons that explain why patient and family involvement is a necessity in the context of healthcare. Here are some key reasons why patient and family involvement is crucial.

#### *Enhancing Patient Condition Understanding*

A deeper understanding of the patient is the foundation of quality healthcare practice. This concept aligns with models by healthcare experts like Dr. Michael Barry, a specialist in health communication. Dr. Barry emphasizes the importance of patient involvement in the care process as partners who provide valuable insights into their medical conditions. In Dr. Barry's view, effective communication between patients, families, and the medical team is the primary foundation for fully understanding unique aspects of each patient, including medical history, symptoms, and daily experiences.

Relevant models in this context are also associated with the "Person-Centered Care" approach developed by healthcare experts like Dr. Donald Berwick. This approach places patients and families at the center of care, recognizing that a better understanding of individuals can lead to more effective treatment plans. In this case, patient and family involvement is not just as recipients of care but also as vital contributors in painting a complete picture of a patient's medical condition and needs.

Moreover, experts like Dr. Rita Charon, the founder of "narrative medicine," emphasize that patient stories are essential in understanding medical conditions. According to Dr. Charon, patients and families should be given space to share their narratives, which can reveal crucial aspects of medical conditions and patient experiences. By listening to these stories, the medical team can gain deeper insights into the social, emotional, and psychological context that influences a person's medical condition, helping them plan more relevant and effective care.

The significant benefits for healthcare services and patients related to improved understanding of patient conditions include increased accuracy in diagnoses and more targeted treatment plans. Healthcare providers with a deeper understanding of their patients' conditions can avoid potentially fatal errors, while well-informed patients have better knowledge to manage their health effectively. Relevant models in this context include the Patient Engagement Model, which emphasizes the importance of patient education and collaboration in efforts to enhance patient condition understanding.

#### *Shared Decision-Making*

Shared decision-making in healthcare is an important principle emphasized by various expert models, including the "Shared Decision-Making" model developed by Charles C. Engel. In this context, patients are not just

passive recipients of medical care but active partners in the decision-making process regarding their treatment. Engel emphasizes that patients have unique knowledge of their own values, preferences, and expectations. By involving patients and families in decision-making, the medical team can access valuable insights to design treatment plans that better suit individual patient needs.

The "Shared Decision-Making" model also aligns with the concept of "Person-Centered Care" advocated by Donald Berwick. Berwick stresses that patient-centered healthcare recognizes the importance of empowering patients to actively participate in their care. This creates a more balanced healthcare relationship where patients and families feel heard and have control over decisions that affect their health.

In the context of healthcare law and medical ethics, this model also provides a strong foundation. Principles such as "informed consent" and respect for patient autonomy become relevant in the context of shared decision-making. Overall, by incorporating patient views and preferences into the decision-making process, we create more humane healthcare, centered on the individual and in line with patient values and preferences.

The benefits for healthcare services and patients related to shared decision-making in healthcare include increased patient compliance with their treatment plans and higher patient satisfaction. The Shared Decision-Making model advocated by Charles et al. highlights the importance of involving patients in the decision-making process, making patients feel in control of their care and more likely to follow medical recommendations.

### *Patient Safety*

Patient safety is a critical aspect of healthcare services recognized by various expert models, including the concept of Patient Safety emphasized by Donald Berwick. Berwick underscores that involving patients and families in healthcare is key to reducing the risk of medical errors. In his view, patients and families are valuable allies in monitoring and preventing medical errors. They have unique knowledge about the patient's condition and can play an active role in overseeing care and ensuring that medical procedures and treatments align with the established plan.

In the same vein, Lucian Leape, a prominent patient safety expert, emphasizes that medical errors can often be prevented through open and honest communication between patients, families, and the medical team. This creates an environment where patients feel comfortable reporting discrepancies or issues they observe, allowing errors to be identified earlier and corrective actions to be taken swiftly. Patient safety emphasized by Leape and Berwick underscores the importance of collaboration between patients, families, and the medical team in creating a safer healthcare system.

Additionally, the Patient Safety Model by Robert Wachter also highlights the role of patient involvement in reducing the risk of medical errors. Wachter emphasizes that patients who actively participate in their care become extra eyes and ears in monitoring their own treatment. They can help identify potential issues, maintain the accuracy of medical information, and feel more

empowered in making treatment decisions. Thus, these models support the idea that patient and family involvement is a strong foundation for achieving better patient safety in healthcare services.

The benefits for healthcare services and patients related to patient safety include reducing the risk of potentially serious medical errors. The Patient Safety Theory by James Reason emphasizes the importance of identifying, analyzing, and preventing errors in healthcare services. When patients and the medical team work together to monitor and prevent errors, the risk of complications and injuries can be minimized.

### *Higher Patient Satisfaction*

Increasing patient satisfaction is a crucial aspect of healthcare that is related to active patient involvement in the care process. This concept can be seen in the "Person-Centered Care" framework introduced by Dr. Donald Berwick, an expert in healthcare management. In Berwick's view, paying greater attention to the needs, preferences, and aspirations of patients is key to improving their satisfaction. When patients feel they have a voice in decisions that affect their care, their compliance with treatment plans tends to increase, which, in turn, can positively contribute to their health outcomes.

This approach is also reflected in the healthcare communication theory by Dr. Howard Leventhal, a specialist in health psychology. According to Leventhal, when patients are actively involved in the care process and have a better understanding of their condition, they are more likely to communicate effectively with the medical team. The result is more efficient care and higher patient satisfaction with their care experience.

Patient and family involvement in healthcare and increased patient satisfaction are integral parts of the "Value-Based Healthcare" approach advocated by Professor Michael E. Porter, an expert in strategic management. This concept emphasizes the importance of delivering better value to patients, including aspects of patient satisfaction. In this context, creating a satisfying care experience is not only an ethical goal but also a smart step in overall healthcare system improvement.

The significant benefits for healthcare services and patients resulting from higher patient satisfaction include improved service quality, hospital reputation, and overall patient experience. The Patient Experience Model introduced by the Beryl Institute emphasizes the importance of understanding and meeting patient expectations to create a positive experience. High patient satisfaction can also have a positive impact on the healthcare institution's reputation and long-term patient engagement.

### *Emotional Support and Stress Reduction*

Reducing anxiety and stress is a crucial aspect of healthcare, highly related to cognitive-behavioral psychological models. According to experts like Aaron T. Beck, these models emphasize the importance of understanding the role of thoughts and emotions in an individual's psychological well-being. In the context of healthcare, patients often experience high levels of anxiety and stress due to the uncertainty and fear associated with their health issues. Family

involvement can be seen as a form of emotional support that plays a role in changing negative thought patterns, helping patients feel calmer, and reducing stress levels. This aligns with the principles of cognitive-behavioral therapy that focus on changing detrimental thought and behavior patterns.

Furthermore, in the Attachment Theory by John Bowlby, it is suggested that emotional and social support from family members has a significant impact on an individual's well-being. Patients who feel supported by their families tend to experience lower levels of anxiety and stress when facing health challenges. Attachment Theory also emphasizes the importance of healthy emotional bonds between individuals and their family members, which can act as a strong source of support in coping with health-related challenges.

In the positive psychology paradigm developed by experts like Martin Seligman, the importance of emotional support and stress reduction in the context of healthcare can be seen as key factors in improving an individual's quality of life. Emotional support from family can help patients see the positive aspects of their experience, build psychological resilience, and enhance their overall well-being. Thus, reducing anxiety and stress through family involvement can be understood as a concept rooted in psychological theories that attempt to explain and enhance individual well-being in various contexts, including healthcare.

The significant benefits for healthcare services and patients related to emotional support and stress reduction include improved patient quality of life, faster recovery, and reduced long-term care costs. Social Support Theory by Berkman and Glass highlights the crucial role of emotional support in individual well-being. When patients feel emotionally supported, they are better equipped to cope with health challenges.

#### *Transparency in Healthcare*

Increasing transparency in healthcare is a principle emphasized by various expert models and experts in the healthcare field. One model that details the importance of transparency is "Shared Decision-Making" (SDM). This model, developed by Charles Elwyn and Michael J. Barry, emphasizes that patients should have full access to medical information and actively participate in decisions about their care. This aligns with the patient's right to receive clear and transparent information about their condition, available treatment options, and potential risks and benefits. Thus, transparency is considered the foundation of this concept.

Additionally, in the context of long-term care management, the Chronic Care Model by Edward H. Wagner is highly relevant. In this model, patients are encouraged to have a thorough understanding of their condition and collaborate in planning long-term care. Transparency in conveying information about chronic diseases and the care provided becomes essential for effective treatment and improving health outcomes.

Finally, "The Patient-Centered Medical Home" is a healthcare delivery approach promoted by Paul Grundy and colleagues. This concept underscores the importance of open communication between patients, families, and the

healthcare team. In a patient-centered medical home, patients have easy access to their medical records and can actively participate in planning their care, all of which depend on transparency in sharing information and communication.

Therefore, the concept of transparency in healthcare is not only an ethical demand but also a key element in various healthcare models designed to enhance patient participation and better health outcomes.

The benefits for healthcare services and patients related to transparency in healthcare include increased patient trust, faster issue identification, and improved accountability of healthcare institutions. The Healthcare Transparency Model highlights the importance of communicating clear and open information to patients regarding services and associated costs.

#### *Long-Term Care Management*

Long-term care management is a crucial aspect of healthcare, especially for patients with chronic conditions or those in need of long-term care. In this context, expert models like the Chronic Care Model by Ed Wagner are highly relevant. This model emphasizes the importance of collaboration among patients, families, and the medical team in managing long-term care. By involving families, especially in daily tasks such as medication supervision and symptom monitoring, patients can experience more effective and integrated care.

The Chronic Care Model also highlights the importance of a patient-centered approach in long-term care management. This aligns with the principle that patients are not passive recipients of care but active partners in planning and managing their care. By actively collaborating, patients and families can play a more significant role in optimizing treatment outcomes and maintaining the patient's quality of life.

In this context, family involvement is not just practical support but also emotional support. Patients with long-term conditions often face ongoing stress and anxiety. Emotional support from family members can help patients cope with these challenges. Thus, involving families in long-term care management aligns with the principles of expert models like the Chronic Care Model, which emphasize holistic and patient-centered care.

The benefits for healthcare services and patients resulting from long-term care management include more efficient and effective management of patients with chronic conditions. The Chronic Care Management Model by Ed Wagner emphasizes the importance of holistic planning and coordination of long-term care. By involving patients and families in this care management, it can become more integrated, and patients can experience an improved quality of life.

## **DISCUSSION**

In an effort to engage patients and families as partners in healthcare, there are several challenges that may be encountered.

#### *Effective Communication*

Effective communication is a key element in healthcare, and barriers arising from complex medical language and language limitations must be wisely

addressed. One approach that can be adopted to overcome these barriers is through the application of the "Health Literacy" concept. This concept emphasizes the importance of conveying health information in simple and understandable language for patients and their families. Healthcare professionals should strive to avoid using complex medical terms that tend to confuse. Instead, they can use clearer language, describe conditions and treatments in simple terms, and provide concrete examples to aid understanding.

Furthermore, it is important to assess the health literacy level of patients and communicate accordingly to their level of understanding. This may involve the use of pictures, educational videos, or other visual aids to explain health information. Additionally, additional training for healthcare professionals in effective patient communication can help overcome language barriers and medical complexity. In this way, we can create a more inclusive care environment and ensure that patients and families can easily comprehend the information provided, enabling them to actively participate in decisions regarding their care. This approach aligns with the "Person-Centered Care" theory, which emphasizes the importance of communicating in easily understood language and understanding the individual patient's needs and preferences for better care.

*Case Illustration:*

A local hospital in a city evaluated their communication with patients and families in order to improve the quality of care. They identified key communication barriers, especially related to complex medical language and language limitations. To address this issue, the hospital adopted the "Health Literacy" concept as the foundation of their approach.

First, the hospital implemented additional training for their medical staff. This training included strategies for more effective communication with patients, focusing on using simple language and avoiding difficult-to-understand medical terms. Doctors and nurses were taught to speak to patients using easily understood words and provide concrete examples to explain conditions and treatments.

Additionally, the hospital identified the health literacy levels of their patients and tailored communication to individual levels of understanding. They also developed picture and video-based educational materials that were easily accessible to patients and families. This helped in delivering clearer health information.

As a result, patients and families began to feel more comfortable interacting with healthcare professionals and understanding the information provided. Patient satisfaction levels increased, and they became more engaged in decisions related to their care. By adopting the "Health Literacy" concept and focusing on effective communication, this hospital successfully overcame communication barriers and improved the quality of healthcare they provided. This approach supports the "Person-Centered Care" concept and demonstrates that good communication can significantly enhance patient care outcomes.

### *Cultural Differences and Values*

To address barriers arising from cultural differences and values, concepts from proven expert theories can be applied, such as the "Cultural Competence" model developed by Campinha-Bacote. This approach emphasizes a deep understanding of the culture, norms, and values that may differ among patients and healthcare providers. The first step is to raise awareness of cultural diversity through training and education for medical staff. This will help them better recognize cultural differences. Furthermore, it's essential to facilitate open and respectful communication with patients and their families. This can be done by providing opportunities for patients to share information about their cultural values and beliefs, and listening empathetically. Additionally, providing additional resources such as interpreters or language interpretation can ensure that the information conveyed is truly understood by patients. Thus, through this approach, we can build stronger relationships between patients, families, and healthcare providers, as well as improve effectiveness in shared decision-making.

In a practical context, implementing the Cultural Competence model requires concrete steps such as organizing regular training for medical staff, providing additional communication resources, and creating an environment that supports cultural diversity in healthcare facilities. Thus, cultural differences and values will not be barriers but rather sources of richness in designing more responsive healthcare tailored to the needs of patients from various cultural backgrounds.

### *Case Illustration:*

In a hospital serving a multicultural community, a doctor named Dr. Ratna was treating an elderly patient named Mrs. Kim, an immigrant from Korea. Mrs. Kim came with complex health complaints, and Dr. Ratna felt it necessary to perform a series of complicated medical tests and procedures. However, over time, Dr. Ratna realized that Mrs. Kim seemed reluctant to undergo these procedures and appeared anxious.

Using the Cultural Competence approach, Dr. Ratna decided to approach Mrs. Kim with more empathy and cultural awareness. She requested an interpreter fluent in Korean to assist in communication, making Mrs. Kim feel more comfortable sharing her concerns. With the help of the interpreter, Dr. Ratna learned that in Korean culture, family plays a significant role in healthcare decision-making, and Mrs. Kim felt the need to involve her children in the decision-making process.

With a deep understanding of Korean culture and its values, Dr. Ratna then invited Mrs. Kim's children to participate in medical meetings. Together, they discussed a more suitable care plan for Mrs. Kim, which ultimately made her feel more comfortable and confident in the care she received. In this case, applying the Cultural Competence model helped overcome barriers related to cultural differences and values, facilitated better communication, enabled more effective shared decision-making, improved the quality of patient care, and built a strong relationship between the patient, family, and healthcare provider.

### *Diverse Patient Engagement*

In addressing the challenge of diverse patient engagement, an effective approach is to implement the Shared Decision-Making model. This model was developed by healthcare experts like Charles L. Bennett and Angela Fagerlin and focuses on collaboration between patients and healthcare providers in the decision-making process related to treatment.

Firstly, for patients who prefer to follow medical instructions without many questions, it is essential to provide clear and easily understandable information about their treatment plans. Healthcare providers should assess patients' understanding of their care and ensure that patients are comfortable with the level of engagement they choose. For patients who want to be more actively involved in decision-making, the Shared Decision Making model provides a framework that allows them to participate actively in the process. This involves providing patients with all the necessary information about treatment options, risks, and benefits, as well as carefully listening to patients' concerns and preferences. Thus, this model enables alignment between patient preferences and appropriate medical recommendations.

Specifically, in the field, healthcare providers can train themselves in effective communication and speaking skills with patients. They can also use shared decision-making tools that help patients and healthcare providers explore treatment options and understand their implications. Furthermore, training in the use of communication tools that facilitate open and inclusive dialogue can be an effective step in overcoming these barriers. By consistently applying the Shared Decision Making approach, patients with varying levels of engagement can feel heard and involved in decisions affecting their health, thereby improving overall healthcare quality and outcomes.

### *Case Illustration:*

In a community health center serving a diverse patient population, there are significant challenges in managing varying levels of patient engagement. One patient named Vita, a single mother with a full-time job, often prefers to follow medical recommendations without many questions due to her limited time. Conversely, Ferdy, a medical student with a high health education background, wants to be actively involved in decision-making regarding his care.

In implementing the Shared Decision Making model, healthcare providers at this center start by talking to Vita about her preferences. They ensure that information about treatment and medical recommendations is conveyed clearly and easily understood by Vita. Although Vita tends to follow medical instructions, she feels more confident and engaged when she knows that she has choices and the information she needs.

Meanwhile, when Ferdy comes for a consultation, healthcare providers use the Shared Decision Making model by providing him with all the information about treatment options, risks, and benefits. They also carefully listen to Ferdy's questions and concerns and support him in making decisions that align with his values and preferences.

In this case, healthcare providers at the community health center have trained themselves in effective communication, adopted shared decision-making aids, and used communication techniques that facilitate open dialogue. As a result, Vita and Ferdy, despite having different levels of engagement in their care, feel heard, engaged, and in control of decisions related to their health. This has improved the quality of care they receive and helped create a positive experience in the community health center. By consistently applying the Shared Decision Making model, they can effectively address the challenges of diverse patient engagement and enhance overall patient care quality and satisfaction.

#### *Inequality of Access to Information*

To address inequality in access to information, we can apply the Health Literacy model proposed by Michael Paasche-Orlow. This concept encourages the use of simpler language and more easily understandable educational materials for patients and families with low health literacy levels. In practice, this can be achieved by providing health education materials in more visual and clear formats, such as infographics or short videos, which help patients with low literacy better understand complex medical information. Additionally, nurses or healthcare workers can be trained to communicate in simpler language, avoid complicated medical terms, and provide opportunities for patients and families to ask questions without embarrassment.

Furthermore, a specific approach to understanding individual health literacy levels can be applied, such as conducting health literacy level screening during patient registration. This will help identify patients with low health literacy levels and provide more tailored care to meet their needs. By implementing the Health Literacy concept, we can rationally and effectively address the challenge of unequal access to information in the context of healthcare.

#### *Case Illustration:*

In an urban community health center serving a culturally diverse population, many patients come from different cultural backgrounds and have varying levels of health literacy. The center faces challenges of inequality in access to health information for some of their patients. To address this issue, the health center decided to implement a Health Literacy approach.

The health center collaborated with communication and health education teams to design health education materials that are easier to understand, such as brochures containing essential information about common illnesses, how to maintain health, and post-operative care instructions. These brochures were designed with simple language and supported by clear images and illustrations. Additionally, they created a series of short videos containing brief explanations of diagnoses and treatments, as well as how to use medications. These videos were available in several languages commonly spoken by patients at the center.

During registration, the health center's staff conducted a brief health literacy screening with simple questions. The screening results were used to determine the health literacy level of each patient. Patients with lower health literacy levels

received special attention, such as direct explanations by nurses using simple language and providing extra time to answer questions.

By implementing the Health Literacy concept, the health center was able to provide health information that was easier to understand and relevant to all of their patients, addressing the inequality in access to information and improving patients' understanding of their care. As a result, patients felt more confident in making health-related decisions, and care became more effective and inclusive.

#### *Privacy and Security Issues*

To address privacy and security issues in the context of healthcare, an appropriate approach can be based on theoretical concepts proposed by experts in privacy and medical ethics. One of the approaches that can be applied is to ensure the adoption of best practices in managing and storing patient health data. A relevant conceptual model in this regard is "Privacy by Design," as advocated by Ann Cavoukian. In this context, the healthcare system can be designed in a way that prioritizes patient privacy from the early stages of development. This includes implementing encryption technology, strict access controls, and training healthcare staff in securely managing patient information. By adopting these principles, patients will have more confidence that their personal information will not be misused or accessed without permission.

Additionally, to address privacy concerns, it is important to provide proper education to patients on how their data will be used and stored. The theoretical concept of "Informed Consent," proposed by medical ethics experts such as Beauchamp and Childress, can be applied. This involves providing patients with comprehensive information about the use of their data and giving them the opportunity to give consent or refuse it. Concrete steps that can be taken include providing easily understandable educational materials and ensuring that patients have control over permission to access their information. In this way, patient privacy concerns can be addressed in a rational and concrete manner in the field, building strong trust between patients and healthcare providers.

#### *Case Illustration:*

A highly relevant case study to illustrate this approach is the implementation of an Electronic Health Record (EHR) system in a hospital. In this context, the hospital can design its EHR system with the "Privacy by Design" principle from the outset. They can work with data privacy experts to ensure that patient data is properly encrypted and that access to the EHR is restricted only to personnel who need access for patient care. For example, only doctors and nurses are authorized to access the medical information of specific patients.

Furthermore, the hospital can adopt the "Informed Consent" approach by providing clear information to patients about how their data will be used in the EHR. Patients can be given the opportunity to consent or decline regarding sharing their medical information with other healthcare providers or for research purposes. This allows patients to have full control over the privacy of their medical information.

By implementing these principles, the hospital can create a safe and trustworthy environment for its patients. Patients will feel that their health data is well protected, and they have control over its use. As a result, patient privacy concerns can be addressed in a rational and concrete way in the field while maintaining a high level of trust between patients and healthcare providers.

#### *Limited Resources*

To address resource constraints in healthcare, a relevant theoretical model is the policy and management-based approach advocated by experts like Michael E. Porter in the concept of "Value-Based Healthcare." This approach prioritizes efficiency in the use of limited resources to create as much value as possible for patients.

In this regard, healthcare facilities can adopt strategies to optimize the allocation of available resources. This includes using information technology to improve administrative efficiency, proper scheduling to address time constraints, and developing more structured and easily accessible educational materials. Additionally, collaboration with non-profit organizations, fundraising, and community-based approaches can also be used to enhance available resources. By doing so, healthcare facilities can better address the challenges of limited resources, allowing them to provide better care to patients and their families.

#### *Case Illustration:*

Lakas Wigas Hospital is a healthcare facility operating in a city with a limited budget. They face challenges due to limited resources in their efforts to provide quality care to patients. In order to address these challenges, the hospital decided to implement the Value-Based Healthcare approach influenced by Michael E. Porter's concept.

First, the hospital leveraged information technology to improve administrative efficiency. They adopted an electronic patient management system that allows for more accurate record-keeping and efficient monitoring of patients. This reduced the time required for administrative tasks, enabling medical staff to focus more on patient care.

Second, the hospital planned schedules effectively to address time constraints. They optimized the timing of surgeries, doctor consultations, and patient care to minimize wastage of time. By planning carefully, the hospital could provide more care with the same resources.

Third, the hospital developed more structured and easily accessible educational materials for patients and families. They provided health information accessible through an online patient portal, informative brochures, and counselors ready to answer questions. This helped patients and families better understand their conditions and play a more active role in their care.

Finally, the hospital collaborated with non-profit organizations to support community health programs that included disease prevention. They also raised funds from donors concerned about healthcare efforts in their community. This expanded the hospital's resource pool and allowed them to provide better care.

By implementing the Value-Based Healthcare approach based on Michael E. Porter's concept, Lakas Wigas Hospital successfully addressed the challenge of limited resources and provided more effective and quality healthcare to patients and their families.

*Applying "Person-Centered Care" and "Patient as a Partner in Care"*

In an effort to better understand how patients and families can express their preferences to the healthcare providers caring for them and build a closer emotional relationship, several relevant theoretical concepts can be applied. One of these concepts is "Person-Centered Care," which was first introduced through the Empowerment Theory by Judith Hibbard and Helen Gilbert. This concept emphasizes the importance of giving patients and families a sense of control and decision-making in their care. By providing space for patients to openly discuss their needs, preferences, and expectations, healthcare providers can create an environment that supports stronger emotional relationships.

The "Person-Centered Care" concept aligns with the idea that patients and families are partners in care, an idea introduced by Donald Berwick. In this concept, patients and families are considered active partners in the planning and execution of their care. This means they are not just seen as objects of medical care but also as individuals with a deep understanding of their conditions and preferences. In this context, patients and families have a greater role in making decisions about their care, and they are encouraged to actively participate in the care process.

By implementing these concepts, healthcare services can become more effective and focused on the needs and desires of patients. It also helps create a more positive emotional relationship between patients, families, and healthcare providers, which, in turn, can improve the overall quality of care and health outcomes.

*Case Illustrations:*

Case 1: Family with a Chronic Disease Patient

A family in Indonesia has a family member suffering from a chronic disease like diabetes. In their routine care, healthcare providers, including doctors and nurses, apply the "Person-Centered Care" concept. They not only provide medication and medical instructions but also actively listen to the concerns of the patient and family and provide clear explanations about managing the disease. Healthcare providers involve the patient and family in decision-making regarding lifestyle changes, diet, and medication. Patients and families feel supported and actively engaged in their care, which helps improve their understanding of the condition and adherence to treatment.

Case 2: Counseling for Pregnant Women

A pregnant woman in Indonesia visits an antenatal clinic. During counseling, midwives or doctors caring for her apply the "Patient as a Partner in Care" concept. They talk to the pregnant woman about various aspects of care during pregnancy, including choices for delivery methods, nutrition, and

prenatal care. Healthcare providers do not just provide information but also listen to the concerns and questions of the pregnant woman and discuss available options. Together, they develop a care plan that aligns with the pregnant woman's wishes and needs, creating a more positive and trusting relationship between the patient and healthcare providers.

### Case 3: Outpatient Patient Management

A patient suffering from a chronic disease like hypertension visits a community health center for outpatient care. Here, healthcare providers utilize the "Person-Centered Care" concept by listening to the patient's complaints, understanding changes in symptoms, and discussing disease management. They also provide information about the importance of a healthy lifestyle and prescribed medication therapy. Patients are encouraged to actively monitor their blood pressure and regularly record it. This gives patients a sense of responsibility in their self-care, and they feel in control of their health.

In all these cases, the application of "Person-Centered Care" and "Patient as a Partner in Care" concepts helps create stronger relationships between patients and healthcare providers, improves patients' understanding of their conditions, and results in more effective and individualized care.

## CONCLUSIONS AND RECOMMENDATIONS

In an era of increasingly complex and advanced healthcare, patient and family engagement is key to improving the quality of healthcare services. This article has outlined several crucial aspects in the context of patient engagement, including effective communication, cultural and values differences, varying levels of patient involvement, disparities in access to information, privacy and security issues, as well as resource constraints. Understanding and addressing these challenges are crucial first steps in ensuring quality healthcare services.

Patient and family engagement is not just an expectation but a requirement in today's healthcare system. Effective communication among patients, families, and the healthcare team is the primary foundation for creating a positive patient experience. Cultural and values differences must be acknowledged and respected to ensure that each individual receives care that aligns with their background. Furthermore, recognizing varying levels of patient involvement will aid in designing tailored care plans for each patient's needs. However, issues such as inequalities in access to information, privacy and security concerns, and resource constraints are also challenges that need to be addressed so that all individuals can benefit from quality healthcare services.

To enhance the quality of healthcare services, we need to continually strive for approaches that encourage patient and family involvement in decision-making regarding their care. This includes training healthcare professionals in effective communication, increasing awareness of cultural diversity, and developing strategies to address inequalities in access to information. Furthermore, further investment in healthcare technology and infrastructure that ensures patient data privacy and security is required. Lastly, special attention should be given to allocating limited resources to ensure that all individuals,

regardless of their background or condition, can access quality healthcare services. With concrete actions in all these aspects, we can unlock the secrets behind quality healthcare for all.

### **FURTHER STUDY**

As a follow-up to this article, the author suggests conducting further research in the form of a case study on several healthcare facilities, regarding how patient and family engagement is practiced in the day-to-day operations of primary and advanced healthcare facilities.

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