Patient centered care and relational co-production in the Netherlands

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The Challenge

- An aging population
- Chronic disease / multi-morbidity
- Spiraling healthcare costs
- De-institutionalization
- Mental and social well-being are deteriorating
The needs of frail older people and the chronically ill – focus on overall well-being

- Physical well-being
  - Comfort
  - Stimulation
  - Affection

- Social well-being
  - Behaviour confirmation
  - Status

Activities, resources, healthcare services
Relational co-production leads to better improved well-being among patients

- Surveys among chronically ill patients
- Relational co-production predicted well-being AND mediated the relationship between quality of care and well-being
- Most positive about interactions with GPs and nurses
But not only effective for patients; it is also related to better well-being and satisfaction with care/work among professionals and informal caregivers!

We saw this in several studies:

- Community setting (among community nurses)
- Primary care setting (GPs and nurses mostly)
- Organizations for people with intellectual disabilities
Information based on the following studies:

https://www.ncbi.nlm.nih.gov/pubmed/25267102 The importance of productive patient-professional interaction for the well-being of chronically ill patients


https://www.ncbi.nlm.nih.gov/pubmed/28654162 The importance of person-centred care and co-creation of care for the well-being and job satisfaction of professionals working with people with intellectual disabilities

https://www.ncbi.nlm.nih.gov/pubmed/27655044 Is "disease management" the answer to our problems? No! Population health management and (disease) prevention require "management of overall well-being".


https://www.ncbi.nlm.nih.gov/pubmed/26374206 Chronically ill patients' self-management abilities to maintain overall well-being: what is needed to take the next step in the primary care setting?