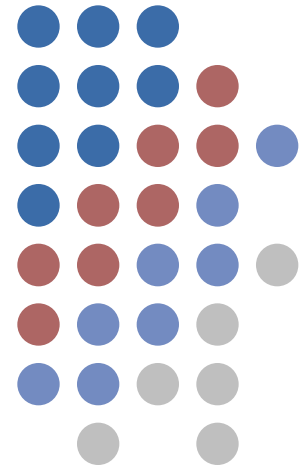


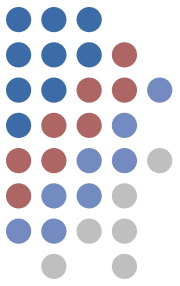
# **Patient-Centered Care for Addictions Treatment: *Findings from a Scoping Review***

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University of British Columbia  
Vancouver, Canada**

**Lisbon Addictions Conference 2019**





## **Conflict of Interest:**

I have no conflicts to declare.

“I find that methadone doctors **don’t really care**. They only care about the [takeaway doses] . . . I want to sit down and **talk to somebody who cares, who wants to listen**”.

Rance, J., Treloar, C., & Ethos Study Group. (2014). 'Not just methadone Tracy': transformations in service-user identity following the introduction of hepatitis C treatment into Australian opiate substitution settings. *Addiction (Abingdon, England)*, 109(3), 452-459.

**“The doctor that’s runnin’ the show... he treats me like a friend... ‘Cause some people need to be listened to and talk. Not about his disease... but just to listen.”**

Rance, J., Treloar, C., & Ethos Study Group. (2014). 'Not just methadone Tracy': transformations in service-user identity following the introduction of hepatitis C treatment into Australian opiate substitution settings. *Addiction (Abingdon, England)*, 109(3), 452-459.

# Patient-centredness: a conceptual framework and review of the empirical literature

Nicola Mead\*, Peter Bower

*Building, Oxford Road,*

## **A Concept Analysis of Person-Centered Care**

Stephanie Morgan, MSN, RN, FNP-BC

Linda H. Yoder, MBA, PhD, RN, AOCN, FAAN

*The University*

**Nursing Research • January/February 2009 • Vol 58, No 1, 52–62**

## **A Dimensional Analysis of Patient-Centered Care**

Jennifer Lynn Hobbs

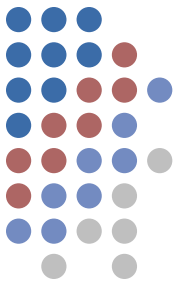
Holistic Care/  
Bio-Psycho-  
Social  
Perspective

Individualized  
Care

Collaborative  
Care/  
Shared  
Decision  
Making

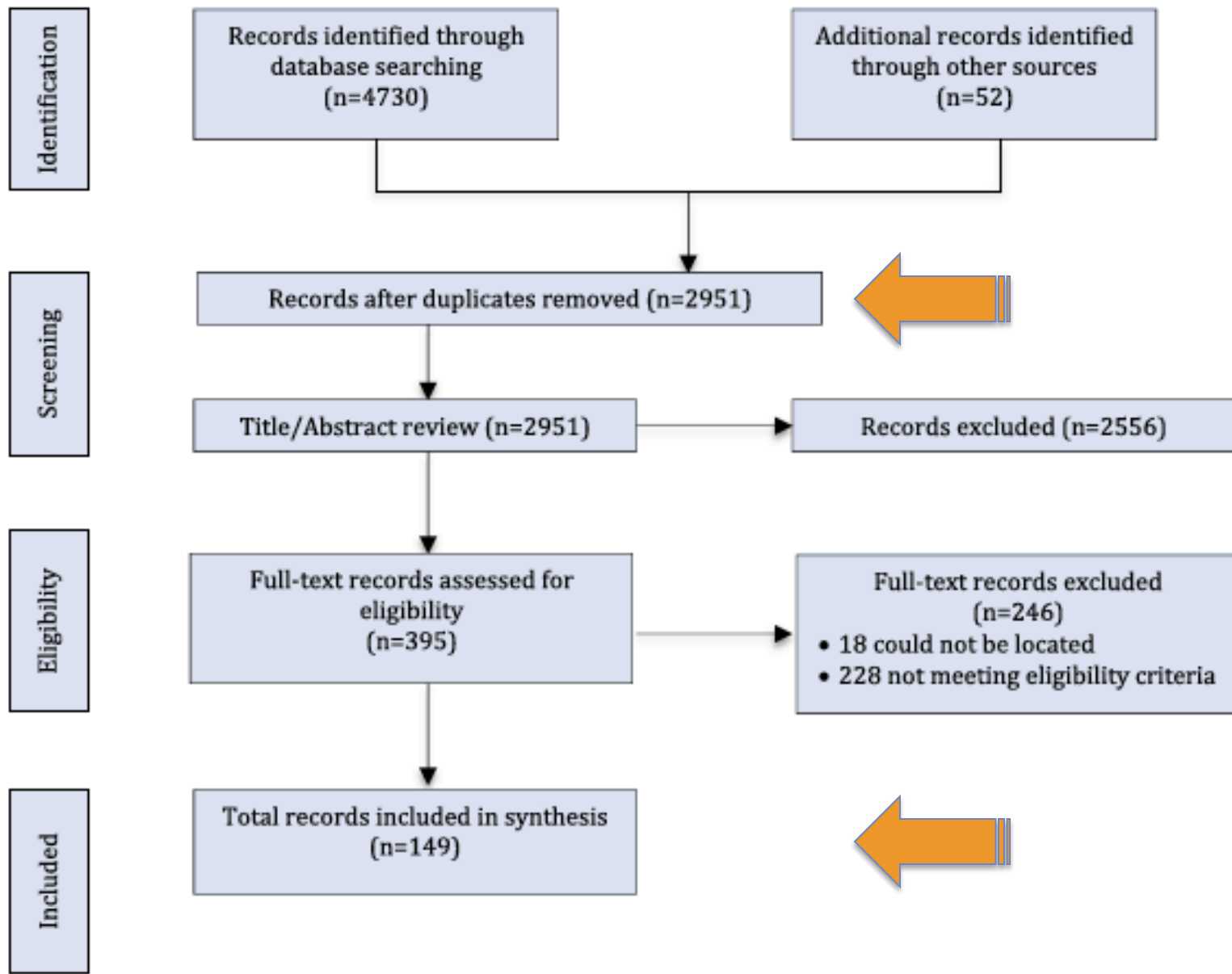
Therapeutic  
Alliance

Four  
overlapping  
principles



## Scoping Review Aims:

- ① To explore how patient-centered care principles have been defined in substance use treatment settings.
- ② To examine what outcomes of patient-centered care have been measured in substance use treatment settings.



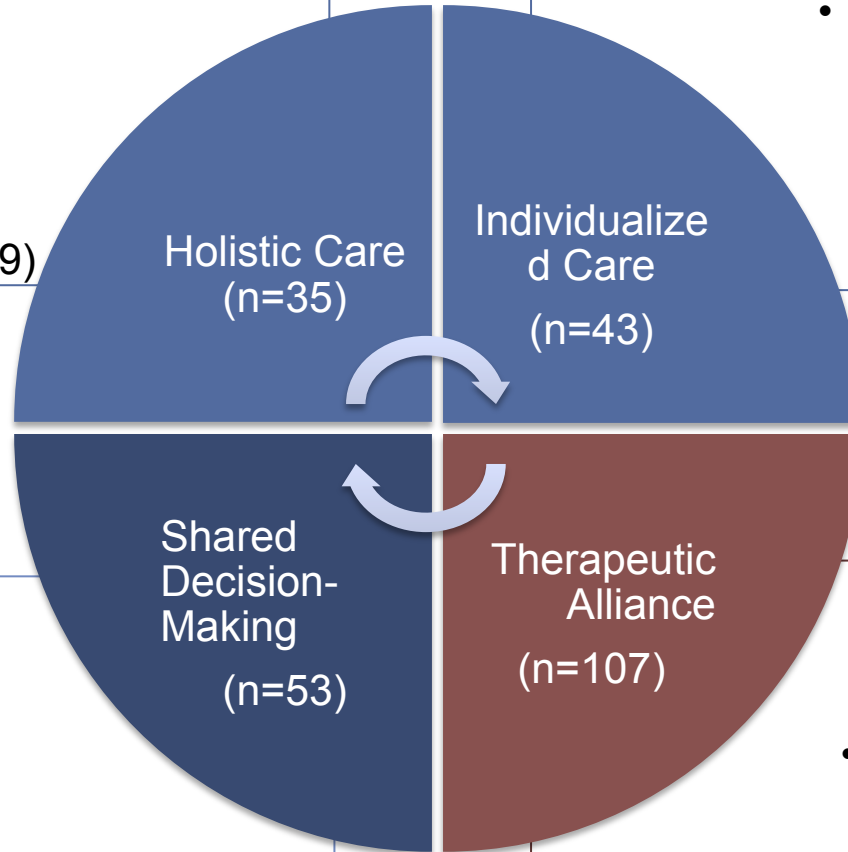
**PRISMA-ScR Flow Diagram**



- Primary care and Psychosocial services directly integrated (n=25)

- Coordinates services (n=15)

- Consider gender responsive services (n=9)



- Assess individual client's needs (n=29)
- Delivers care according to need and preference (n=24)

- Client and provider negotiation in decision-making process (n=31)

- Autonomous decision-making (n=17)

- Non-judgment, respect, accepting (n=37)
- Empathy, understanding, warmth (n=32)

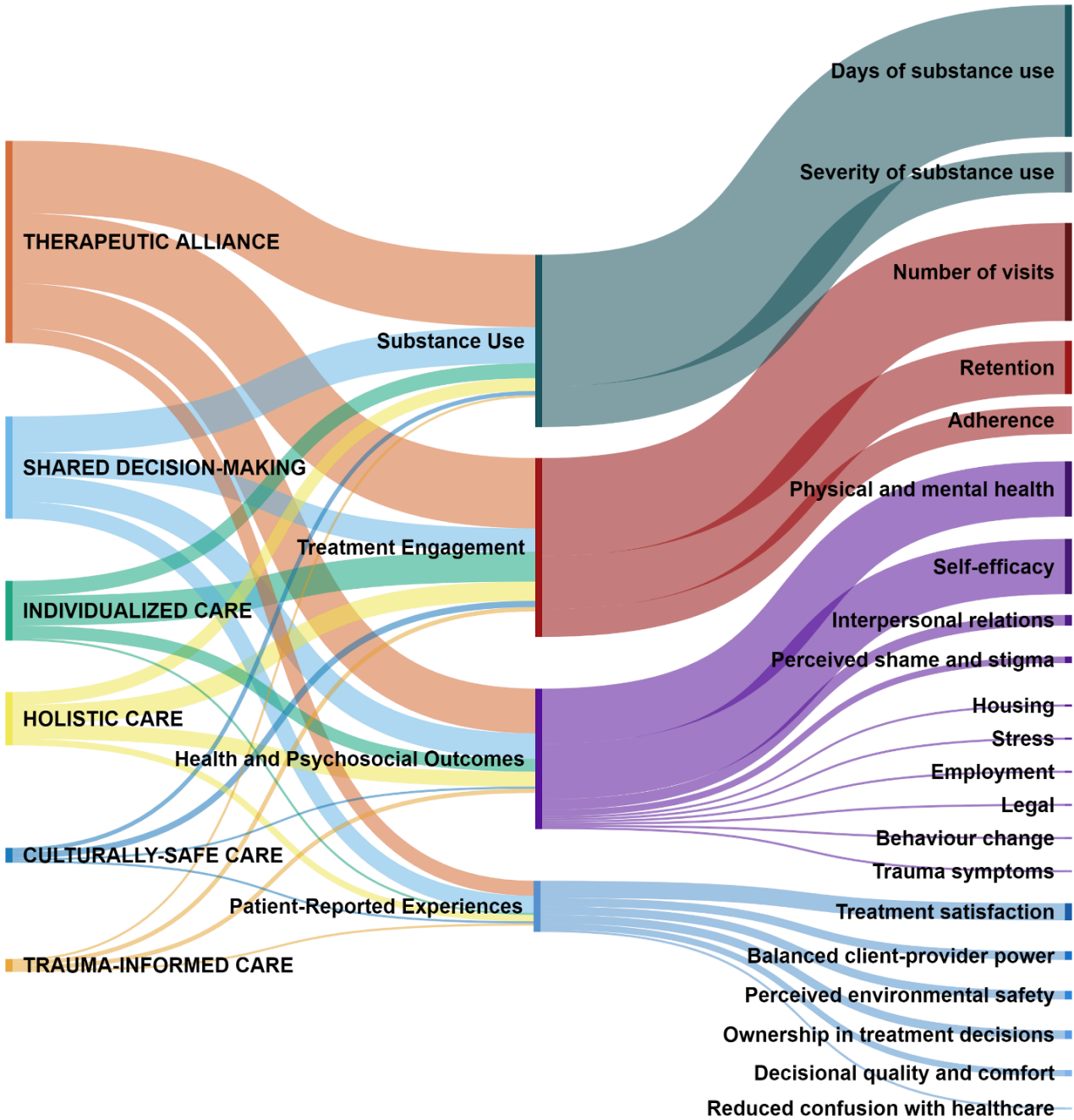
- Empirically-based definition, e.g., Working Alliance Inventory (n=56)

## Aim 1: Defining Characteristics

PCC Principle

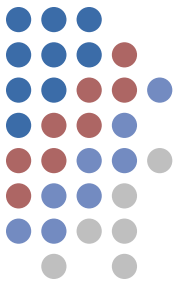
Outcome Category

Outcome Subcategory

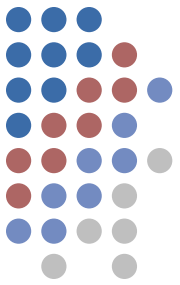


## Aim 2: What Outcomes of PCC

# Key Messages



- 1) Despite that references did not refer to existing PCC frameworks, efforts have been made to understand individual dimensions of PCC
- 2) The directed content analysis revealed some context specific characteristics that should now be triangulated with patient and provider perspectives
- 3) If our goal with PCC is to improve treatment experiences, than we may need to further consider what outcomes should be measured in relation to PCC



# Thank You!

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