

F8: When the professional
becomes a patient: how
changing perspective improves
healthcare



International Forum on
QUALITY & SAFETY
in **HEALTHCARE**
COPENHAGEN



Adapting to a changing world: equity, sustainability
and wellbeing for all



 @QualityForum #Quality2023

 Institute for
Healthcare
Improvement

BMJ

All speakers declare that they have no conflict of interest

POLL: HAVE YOU EVER BEEN A PATIENT YOURSELF?

WHEN THE PROFESSIONAL BECOMES A PATIENT

Marjan van Apeldoorn
Infectious disease specialist

Pieter Broos
Senior Consultant in Quality and Safety

David Engelhard
PhD student

Evita Bartels
Project manager



OUR EXPERIENCES AS A PATIENT

MARJAN VAN APELDOORN

infectious disease
specialist

hormonal migraine
fertility issues

2017



2017



2017 OCTOBER PRESENTATION

BOARD OF DIRECTORS JEROEN BOSCH HOSPITAL

Improving the ER

- Waiting times
- The youngest resident assesses the most complex patient
- Which specialist is responsible for this patient?

2017 OCTOBER PRESENTATION

BOARD OF DIRECTORS JEROEN BOSCH HOSPITAL

But there is more...

- The doctor is sick
- The child of the doctor is sick
- That's about being vulnerable and worrying
- But that's also when you experience receiving care
- What can improve, what is it really about?
- What can we learn from that as a professional?

2017 From 'When the doctor becomes a patient...' to
'When the professional becomes a patient...'

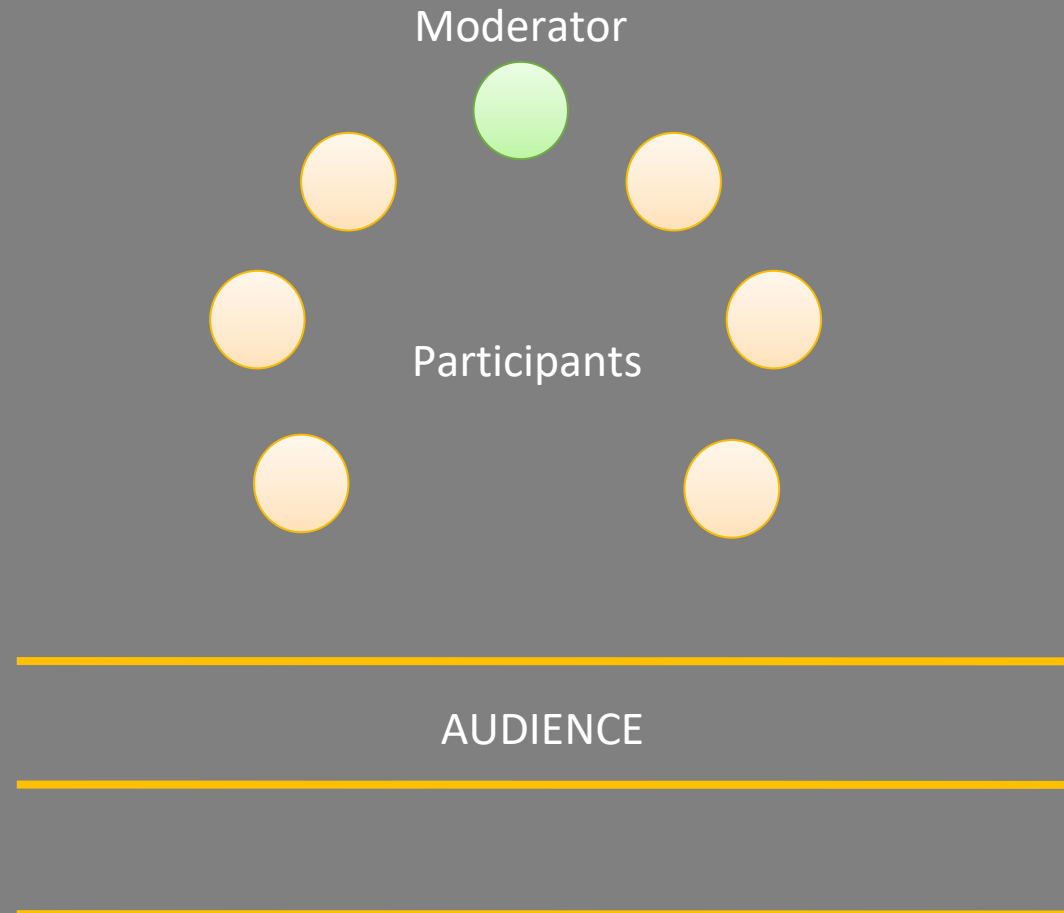
Ambition



In **2025**, the people of **Den Bosch and the surrounding area** rate their **health-related well-being** the highest of the Netherlands.



2018 'When the professional becomes a patient...'



MY EXPERIENCES AS A PATIENT AND MOTHER.

THIS IS ACTUALLY
ANYONE'S STORY.
AFTER ALL, ANYONE CAN
BECOME A PATIENT.



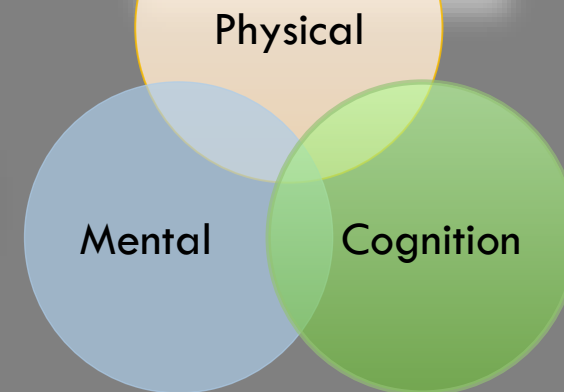
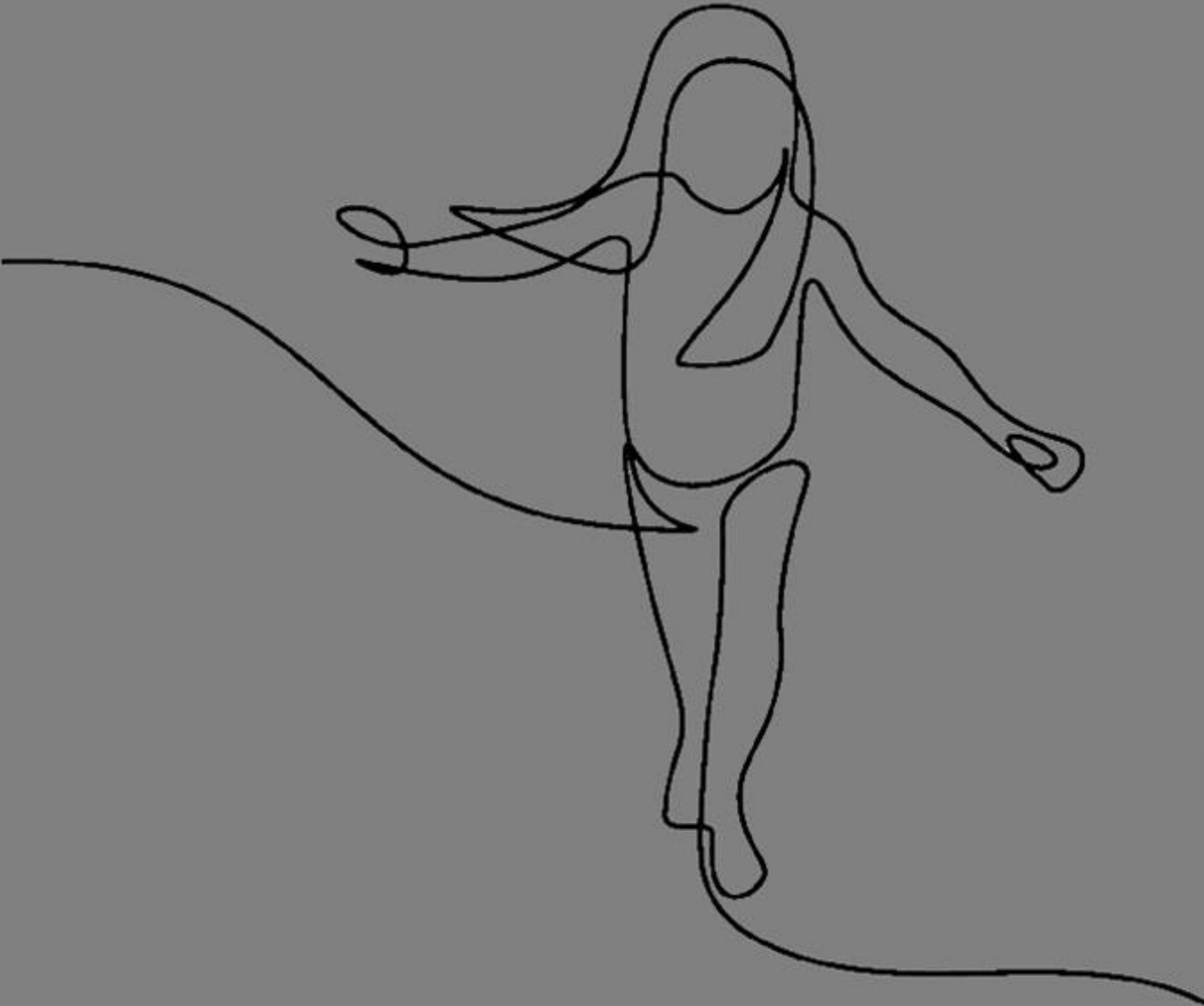
PIETER BROOS

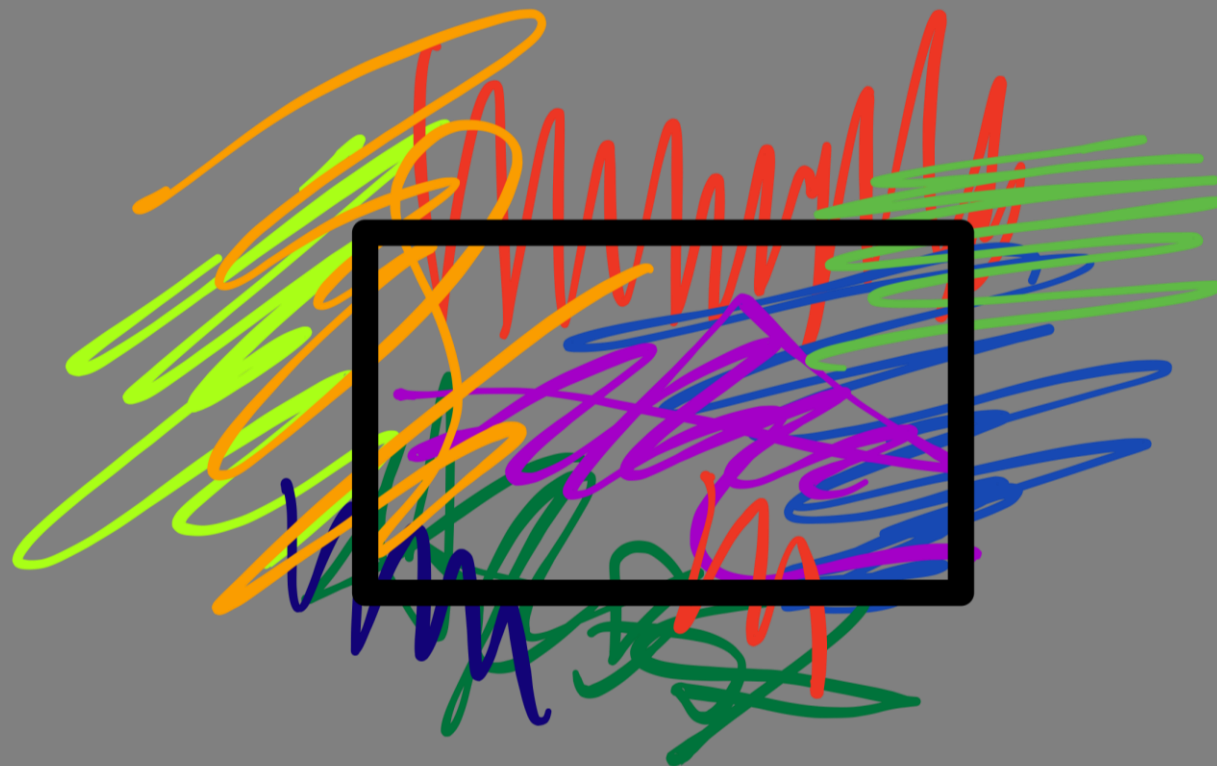
Senior consultant Quality and
Safety

Long COVID



Finding balance in a new reality





QUALITY OF CARE



SHARING
EXPERIENCES

SPIRIT, SOUL AND BODY

FRED KELFKENS

IT specialist
cancer patient



STORY TELLING



SUSANNE VAN BIJNEN

Nurse

Father-in-law died of COVID

TOOLS



PODCASTS



Spotify®



VR MOVIES

TOOLS

“DISABILITY” SESSIONS



TOOLS



PURPLE BED

VR MOVIE

reflect with your neighbor (2 min)

- What did you experience in this patient journey?
- What made this experience positive/negative for you?
- What do you take away from this in your own profession in healthcare?



DAVID ENGELHARD

PhD student Utrecht
University, Jeroen Bosch
Hospital, NL

Managing director in Elderly
Care (www.topcare.nl)

Multiple Sclerosis



Introduction

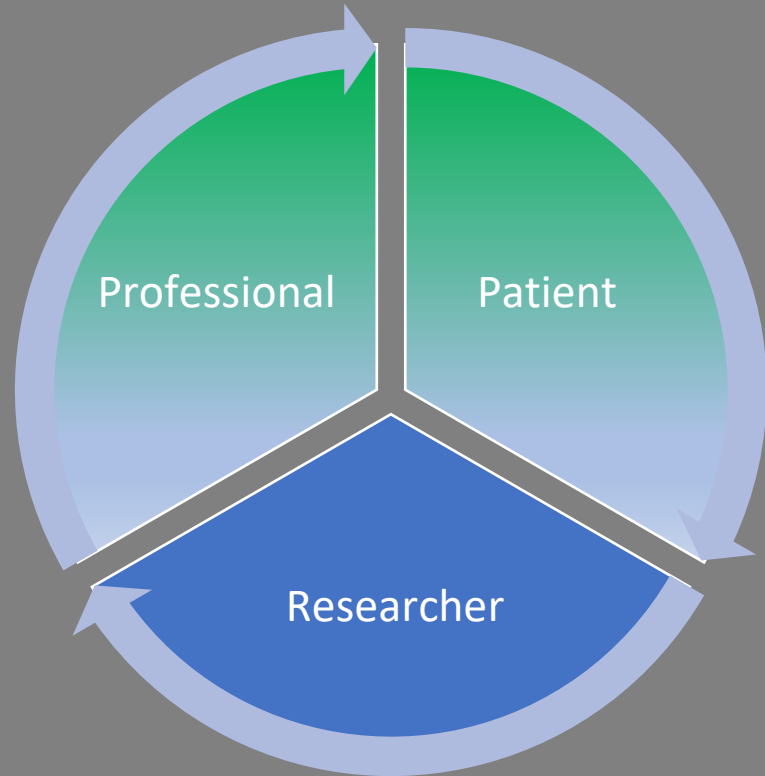
- Objective: to investigate what medical professionals can learn from patient experiences.
- Research questions:
 - How do medical professionals receive a patient experience, using VR glasses?
 - How does this experience affect the relationship with their patients?
- Research team:
 - Researcher: David Engelhard (*PhD student Utrecht U., patient with MS*)
 - Supervising team: prof.dr. M. Noordegraaf (Utrecht U); dr. Lenny Nahar-van Venrooij (JBZ); prof.dr. L. Visser (UvH)
 - Research & project team: Marjan van Apeldoorn (MD), Ankie van den Broek, Evita Bartels, Pieter Broos, Marc-Antony Taminiau, Saskia Byvanck

Intermezzo: diadochokinesis....?

"Yes indeed, but you don't have to remember that!"



Introduction: Who is who in this research project?



Medical **professionals** of the JBZ Hospital put themselves in the shoes of **patients** with the help of VR-glasses



A **patient** act as a PhD **researcher**, interviewing medical professionals, who just imagined being a patient

Introduction:

Why is the professional-patient relation important?

- Theme of this conference: *Adapting to a changing world*
- Changing role of professionals (Noordegraaf, 2015)
- Changing attitude of patients (among many others: Shorter, 1985/2017, Engelhard 2020)
- 'It takes two to tango' (Condrau, 2012; Visser 2017),
- The DPR is asymmetrical in knowledge (Lings et al., 2003)

Methods: Study design

- Observational, inductive, qualitative research;
- Study design based on Grounded Theory;
- Respondents: 20 medical professionals at JBZ Hospital;
- Semi structured focus groups interviews and individual interviews;

Method:

Data collection

- All interviews recorded;
- Records verbatim transcribed (150.000 words);
- Coded in Atlas.ti (160 codes);
- Codes checked by at least one supervising researcher

Method: Thematic analysis

Four main domains of interest:

1. Evaluation of the VR-movie;
2. Values of the professional-patient relationship;
3. Actions MP's undertake to uphold these values;
4. Circumstances MP's report affecting their actions.

Preliminary results: Evaluation of the VR-movie

- To be more aware of their role
- To learn what really matters
- MP's still remember what matters at work after some time
- It is fiction, but realistic
- As a 'patient-in-the-movie' you are totally passive

Preliminary results: Values of the professional-patient relationship

1. Paying attention;
2. Seeing the patient as a human being;
3. Building a relationship of trust.

What do patients say what matters? Attention, equality, responsibility, compassion, trust.

(Lings et al., 2003, Lewis, & Salisbury, 2009; Bastemeijer et al., 2017)

Preliminary results:

Actions MP's undertake to uphold values

1. To be recognizable as a professional;
2. To make contact;
3. Identify the needs of the patient;
4. Share their knowledge;
5. Work together in their professional team.

Preliminary results:

Circumstances MP's report affecting their actions

1. Their own professional conditions;
2. The personal conditions of the patient;
3. The system and organisation they are part of;
4. Issues of time and space

Discussion:

- VR-movie is fictional;
- The 'patient' is bound to be passive

Preliminary conclusions:

- MP's can **learn** from fictional patient experiences using VR-glasses;
- MP's **know what to do** to work according to their values ;
- MP's encounter various circumstances, which make it **difficult** to meet their own standards

Take home messages

1. Have the **courage** to **share your experience as a patient** in your organization. Support other professionals to do the same.
2. Maintain **space** and **lightness** in sharing **vulnerability** by using tools such as a VR movie, podcasts and disability sessions.
3. Professionals can really **learn from patient experiences**.
4. **Quality** of care is more than clinical outcome measures, it's also about paying attention to the **patient's needs**.

Thank you!

WHEN THE PROFESSIONAL BECOMES A PATIENT

QR-codes to the VR movies



Contact information: zelfziek@jbz.nl