

International Forum on Quality & Safety in Healthcare Hong Kong

**From Patient to Person to People
Care Model Transformation**

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Disclosures

- Chair, Patient Liaison Advisory Group at International Society of Nephrology (ISN)
- Member, ISN Advocacy Working Group
- Deputy Chair, Hong Kong Kidney Foundation
- Member, Hospital Governance Committee, Safety and Quality, Prince of Wales Hospital, Chinese University of Hong Kong
- Recipient of Combined Liver and Kidney Transplant (2018)
- Lawyer by training and trade

CONFLICT OF INTEREST: NIL

Outline and Learning Objectives

- What is Person Centred Care?
 - What is NOT
 - Myths and Misperceptions
- Value propositions of Person Centred Care
- Why are patients perspectives important?
- Implement barriers
- Center of gravity: provider, patient, person, people, community
- Way forward: in the coming world of AI and quantum computing

Figure 1 Value Propositions of Person Centred Care

Patient safety



Reduced medical errors



Optimal medication management



Improved care transitions

Quality of healthcare delivery



Improved patient satisfaction



Improved health outcomes



improved care coordination



improved patient-provider relationships

Care sustainability



Reduced costs



Better resource allocation



Enhanced workforce engagement



Reduced burnout

Figure 2 Barriers and Solutions to Person Centred Care

Barriers to patient-centred communications



Patient-related



Provider-related



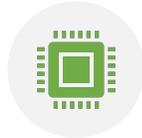
Organizational



Systemic and structural



Cultural and societal



Technology-related

Solutions to improve person-centred care



Empowered, responsible patients



Trained and resourced providers



Responsive health systems



Leverage innovation