

“PATIENT CENTEREDNESS” ON HOSPITAL SERVICE:RAISING AWARENESS, BUILDING THE WILL

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Abstract

Context: Patient centeredness "encompasses qualities of compassion, empathy, and responsiveness to the needs, values, and expressed preferences of the individual patient."¹ In addition, translation and interpretation services facilitate communication between the provider and the patient and are often a legal requirement. The patient-centered approach includes viewing the patient as a unique person, rather than focusing strictly on the illness. As proclaimed, health systems are meant to address the medical needs, as well as patient's psychological needs, patient's rights etc. WHO's approach to responsiveness was built properly on the idea of capturing people's actual experiences with the health system. The use of the instrument is little; much work has been done on the patient satisfaction and quality of care. Surveys have taken place in the high-income countries, growing interest in evaluating the population's experience in LMIC. Objective: The aim of the study is to evaluate the degree of health care service responsiveness on hospital in-patients in Albania on the way they are treated on non therapeutic aspects. Overall, *the study aims to evaluate the patient centeredness dimensions taking into account patients point of view and beliefs.* Methods: Given to poor data available related to non therapeutic aspects in hospitals, a survey was conducted. The Questionnaire consists of items providing also demographics information (tab1). Responsiveness domains: *autonomy, clear communication, confidentiality, dignity, and access to social support.* All domains included a summary "rating" question scaled 1 (very good) to 5 (very bad). Cronbach's alpha for 8 domains scale was 0.89, Data analysis was conducted by SPSS version 15.0, Chicago IL. Results: Our respondents gave quite satisfactory level of health system responsiveness, but were not agreed with the way the system is run. No clear perception on "decision making process involvement"; signs of apathy among patients. Autonomy was a very badly rated domain that might show persistent paternalistic perceptions of both patients and healthcare providers regarding their position and relation in the health system; autonomy on the other hand was also rated as a least important domain. Communication as a backbone domain was rated both important and well performed. *Males* were more likely to report lack of confidentiality than females.

Key words: *open communication, dignity, confidentiality and autonomy, patient centeredness*