

Improving patient centered care by documenting their contribution in the plan of care at west bay health center, Qatar

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Abstract

Introduction

In our health center, we found only 50% of our physicians documenting patient contributions in their plan of care, which reflects the need for improving patient contributions and physician documentations. Therefore, this project was conducted to improve the percentage of physician 'documentation from 50% to 60 % over 5 weeks, to be completed by thirteenth of January 2021.

Key words: Patient centered care

Methodology

To start our project, we got the approval from our physician lead and from our health center manager. We then introduced our project to the physicians through the corporation mail and through what's work group. Then we created a reminder card and we fixed it in all physician's clinic tables. Then, we started to mail all physicians, to remind them to document patient engagement and their contribution in their plan of care. In addition, we keep monitoring the physicians and we keep checking our intervention availability in all clinics. The team was updated about the progress through face-to-face meeting and through emails. The data were collected weekly, by the team members and then were analyzed by one of the team members.

Results

Our project showed remarkable improvement, in physician's documentation of patient contributions in their plan of care. We found that, physician documentation of patient contributions in their plan of care, improved from 50% to 89.3% and that exceeds our aim by 39.3%.

Table1: Shows the number of physician documentation over 5 weeks, week zero, representing our base line data which is 50 %.

weeks	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	total
number	25	49	48	48	50	48	268
total	50	50	50	50	50	50	300
percentage of documented care plan	50%	98%	96%	96%	100%	96%	89.3%

Chart 1: Percentage of physician Documentation of Patient contribution In Their Plan of Care Over 5 weeks

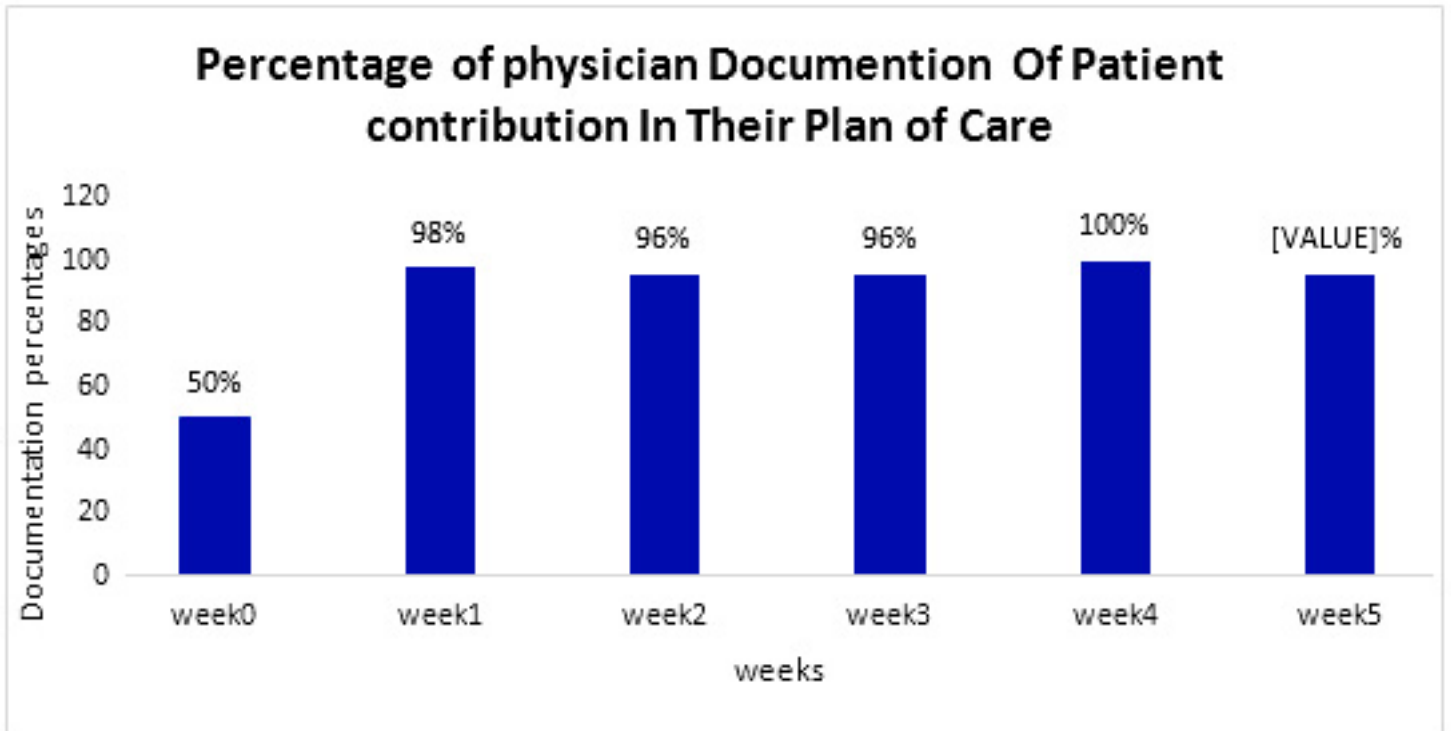
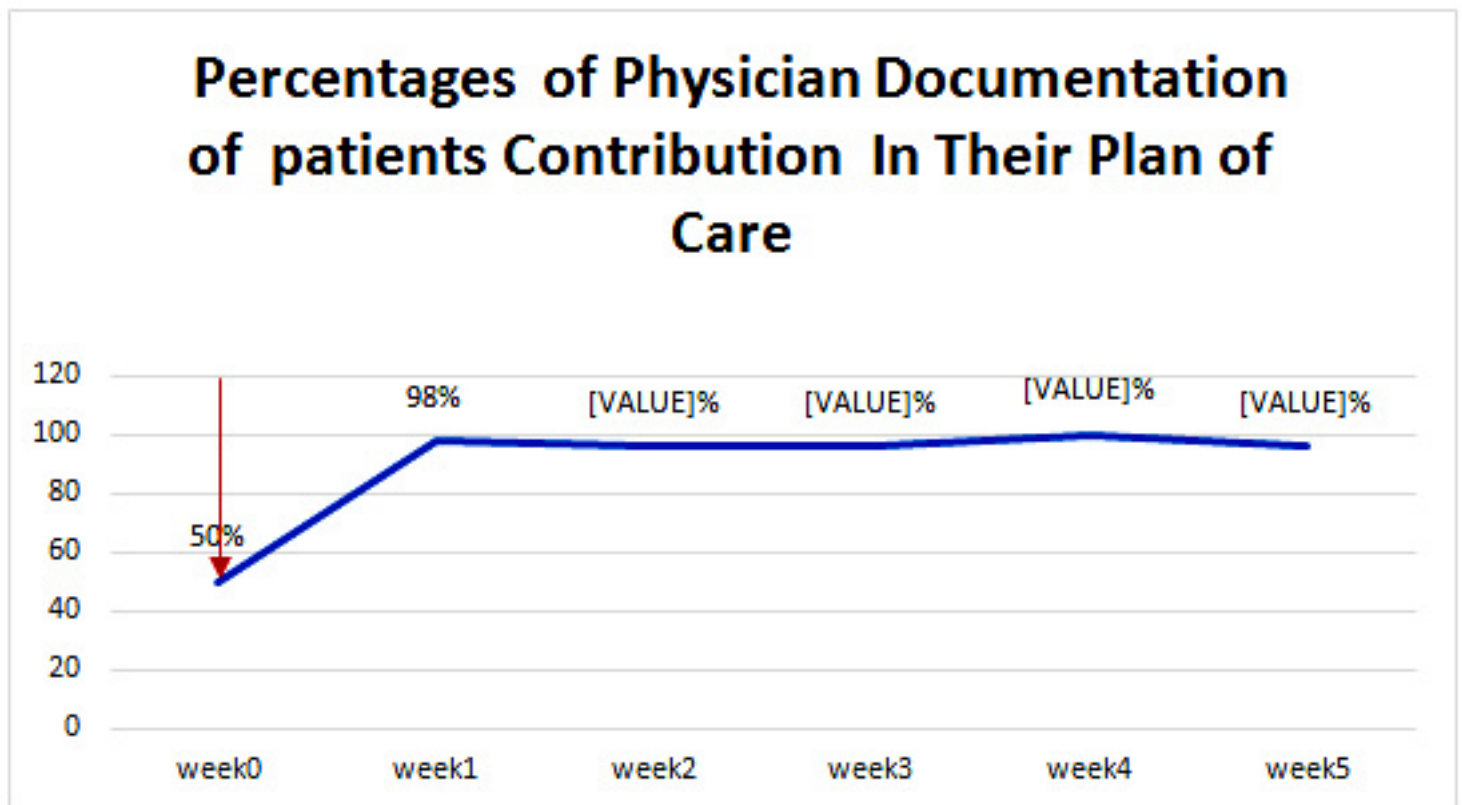


Chart 2:



Discussion

Our project showed 49.3% improvement in physician documentation of patient contribution in their plan of care. These changes will serve to improve patient centred care, which is one of the top priorities in my institution, primary health care.

The strength of our project, is that the project was applied to the family medicine clinic which is the most busy clinic in our health centre, compared to the other speciality clinic. On the other hand, the limitation of our project is small sample size, and the total number of physician contributions checked was 300, which is a relatively small number.

Conclusion

To conclude, our intervention showed remarkable improvement in the percentages of physician's documentation of patient contribution in their plan of care.

We will adopt the change, as the results of pre- and post-intervention analysis clearly showed improvement in physician documentation of patient contribution in their plan of care. We will generalize our intervention to other health centers specialty clinics and will keep reminding our physicians about the importance of patient centered care. The subsequent step will proceed to the second cycle. Documentation of patient contributions in their plan is very important as it not only helps the patient to receive better quality care but also improves the health care settings.