



## Module 2: The Nuts and Bolts of Patient Centred Care

### Lesson Plan 1: Patient Centred or Not?

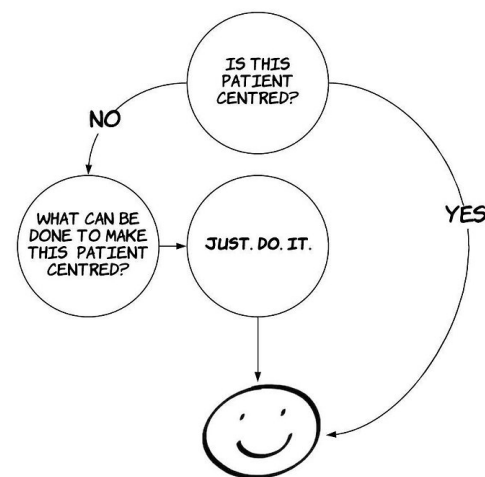
#### Learning Outcome

Students will be able to identify which scenarios are patient centred and which are not. For the scenarios that are not patient centred, they will be able to describe what actions need to be taken so the scenario becomes patient centred.

#### Activities

- Read the eight short patient scenarios.
- Decide if the scenario is patient centred or not.
- If it is not patient centred, contemplate what actions need to be taken to transform this scenario into a patient centred one.

PATIENT CENTRED OR NOT?



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## Scenario 1 – First Touch

CARE + RESEARCH  
An agency of the Provincial Health Services Authority

IF UNABLE TO KEEP APPOINTMENT  
PRESENT CARD ON EACH VISIT

Name Robins, Susan  
Agency Chart No. [REDACTED]

MONTH	DATE	TIME
Ultrasound		
JAN. 04,	2018	2:30pm

A specialty hospital mails out little cards to patients to tell them when their next appointment is.

## Scenario 2 - Talk to Me



A young patient and his mom are at a pediatrician appointment. The physician knocks on the door, walks in the clinic room and enthusiastically greets the patient.

## Scenario 3 – Who Are You?



A woman waits in a curtained area for surgery to remove an ovary. Six people who work at the hospital come in and out to prepare her for surgery. Nobody introduces themselves by name or profession, or tell her what they are there to do.

## Scenario 4 – The Waiting Room Experience



A newly diagnosed cancer patient sits in the radiation therapy waiting room before her first radiation appointment. The television on the wall is loudly playing CNN news.

## Scenario 5 – Scheduling Appointments



A family physician's office offers an online scheduling system so patients can book their own appointments.

## Scenario 6 – Save My Dignity



No gowns are offered to those awaiting a mammogram at a diagnostic imaging clinic. Patients have to disrobe in front of the technician.

## Scenario 7 – Connections



A baby is born at a hospital and is tested for Down syndrome. The social worker on the maternity unit offers the family a choice to have a visit from another family who is trained in peer support and has a child with Down syndrome.

## Scenario 8 – Physical Environment



A patient arrives at a walk-in medical clinic and is told to take a number from a machine mounted on the wall. When she is called into the treatment room, the receptionist refers to her by the number.

## Reference

These scenarios are adapted from Sue Robins' book:

[Bird's Eye View](#): Stories of a life lived in health care  
ISBN: 978-1999156015

## Answer Key

Scenarios 2, 5 and 7 are patient centred.