



STARFIELD SUMMIT

...where primary care research inspires policy and practice

STARFIELD HEALTH EQUITY SUMMIT ISSUE BRIEF

Theme: Social Determinants of Health in Primary Care

Title of IGNITE Presentation Topic:

Understanding Health Experiences and Values in Order to Address Social Determinants of Health

Why This Is an Important Topic to Address (brief description):

Health experiences and values influence personal health choices, utilization of services, treatment decisions and ultimately outcomes. Understanding these experiences and values across a diverse population requires multiple participatory approaches that reveal nuanced information across individuals' physical, economic, and social contexts. Having this understanding is necessary for designing effective interventions that can achieve health equity.

What We Think We Know (Bulleted evidence + Seminal references):

- People perceive health holistically and their views are influenced by the multiple contexts in which they operate. In contrast, the provision of health services is often reductionist, focused on specific disease states and/or care processes
- Patient health experiences and engagement are positively associated with health outcomes^{1,2,3}
- Patients and clinicians often prioritize desired health outcomes differently⁴ and have different incentives for doing so⁵
- Multiple participatory approaches are required to understand the broad range of health experiences, engage diverse voices, and involve patients and the public in health improvement⁶⁻⁹

¹Frampton SB et al. (2016) Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care. Discussion Paper. National Academy of Medicine.

²Coulter, A. (2012). Patient engagement—what works? *The Journal of ambulatory care management*, 35(2), 80-89.

³Doyle, C et al. (2013). A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ open*, 3(1), e001570.

⁴Mühlbacher, A. C. et al. (2013). Patient preferences versus physicians' judgement: does it make a difference in healthcare decision making? *Applied health economics and health policy*, 11(3), 163-180.

⁵Martin, C. et al. (2009). Complex adaptive chronic care. *Journal of evaluation in clinical practice*, 15(3), 571-577.

⁶Burns, K. K. et al. (2014). 'Practical' resources to support patient and family engagement in healthcare decisions: a scoping review. *BMC Health Services Research*, 14, 175.

⁷Herxheimer, A. et al. (2004). The DIPEX project: collecting personal experiences of illness and health care. *Narrative research in health and illness*, 115-131.

⁸Arcia A. et al. Sometimes More is More: Iterative Participatory Design of Infographics for Engagement of Community Members with Varying Levels of Health Literacy. *J Am Med Inform Assoc*. 2015;23(1):174-83

⁹Beresford, P. (2013). Beyond the usual suspects: towards inclusive user involvement. *Shaping our Lives*. <http://www.invo.org.uk/beyond-the-usual-suspects-towards-inclusive-user-involvement>

Questions to Address in Group Discussion:

- 1) What would be needed to robustly incorporate health experiences and values into research, education and practice interventions (e.g. structures, resources, policies, incentives)?
- 2) What particular methods excite you and seem feasible in order to elicit health experiences and values?
- 3) What kinds of barriers might we encounter with regard to incorporating health experiences and values and what strategies might overcome these barriers?

Implications for Action:

- Fund research that examines the role of understanding health experiences and values in addressing social determinants of health (SDOH)
- Promote health sciences and CME curriculum development and implementation that integrates health experiences and values
- Develop shared statements from health policy organizations about the crucial role of health experiences and patients' values in achieving health equity
- Encourage health sector engagement of patients and use of health experiences data to inform SDOH interventions
- Promote practice standards and implement tools and workflows which ensure that health experiences and values are able to inform whole person healthcare