The Role of a Patient-Centered Advisory Council in Defining Healthcare Quality

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**Background**

Healthcare and Public Health decisions are made largely using hierarchical, expert-driven, evidence-based systems. This approach is credited with many advances in health care, economic viability. Nevertheless, the equity and appropriateness of this system is often questioned. Public Health Law and the Healthcare System are strongly influenced by norms in consumer law and consumer behavior, characteristics include: Mosaic rather than collaborative decision-making processes (competitive special interests) 

**Public Health Law and the Healthcare System are strongly influenced by norms in consumer law and consumer behavior.**

- Regulations are made by an authoritarian, "objective" third party (lay public). 
- Regulations are not easy to change (generations, experience, or experts at times). 
- ( Evidence-based care, best practices, standards, etc. )

UAMS’s Patient & Family-Centered Care Initiative is a response to pressure from national agencies/legislation to be more "community-based" and "patient-centered." 

**A Model of Dynamic Quality**

Dynamic quality only occurs in the interaction between the patient, the provider, and the environment. The quality of care is equally determined by the values of the patient, the values of the provider, and the values of the environment. When there are two or more people who work together, they can openly discuss anything that is important in their care. If they have a common understanding of what is important in their care, they can work together to create a care plan that meets the needs of the patient. 

**Principal Findings**

- The quality and patient-centered care literature suggests that the overall quality of healthcare will improve when the patient’s voice is heard, quality of care is seen, and patient involvement is recognized.

**Conclusions**

- Patient-centered care is key to a general, broad-based organization. 

**Implications for Practice and Policy**

- Federal health care policy makers should be aware of the importance of the patient-centered care initiative. 
- Health care providers should be aware of the importance of the patient-centered care initiative. 
- Patients should be aware of the importance of the patient-centered care initiative. 
- Recommendations for Creating Advisory Councils (for non-profit organizations and government agencies) should be based on the importance of the patient-centered care initiative.