

HOW DO WE IMPROVE THE QUALITY AND AVAILABILITY OF HEALTH CARE AS MUCH AS POSSIBLE WHILE KEEPING IT AFFORDABLE?

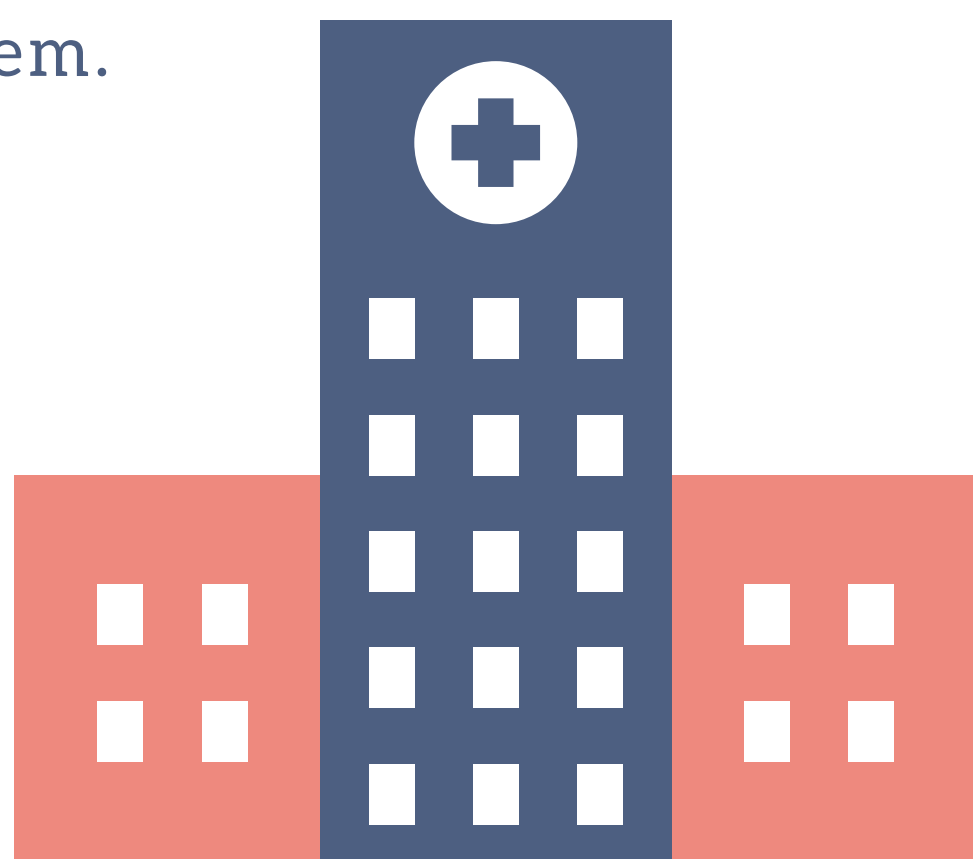
A research paper on how patient centered care and the Mayo Clinic solve this question

WHAT IS PATIENT CENTERED CARE?

Patient centered care tappers health care to the needs and decisions of the patient. In PCC, a shift from the 'traditional, paternalistic, provider-driven and disease-focused approach' (Fix et al.(2018)) can be observed, instead considering the patient as an individual with varying needs, capabilities and preferences. The aim is to improve the patients state by taking into account various aspects of her/his life.

MAYO CLINIC

The Mayo Clinic is a non-profit academic health system, based in Rochester that employs 65,000 staff with 4,800 physicians. Consistently ranking among the best hospitals in the world, as well as the best hospital in 2020, the Mayo Clinic specializes in providing high-quality care. The unique model of care at the Mayo Clinic implements a patient centered approach into its everyday clinical system.



IMPROVEMENTS THROUGH PCC AND MAYO CLINIC

PCC has been linked to better clinical outcomes, improved patient experience, decreased readmission rates, decreased length of stay and decreased risk of adverse events

PCC guarantees an opportunity to have integrated specialist care that accelerates the patient care cycle and referral system immensely

PCC demands a standard of excellence care to ensure patient and health care professional satisfactory which entails standarised, tailored high quality care

PCC requires the high-quality management of financial resources through financial incentives for the workforce and financial assistance for the patients