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Upskilling Patients (and HCPs!) for More Equitable Health Care

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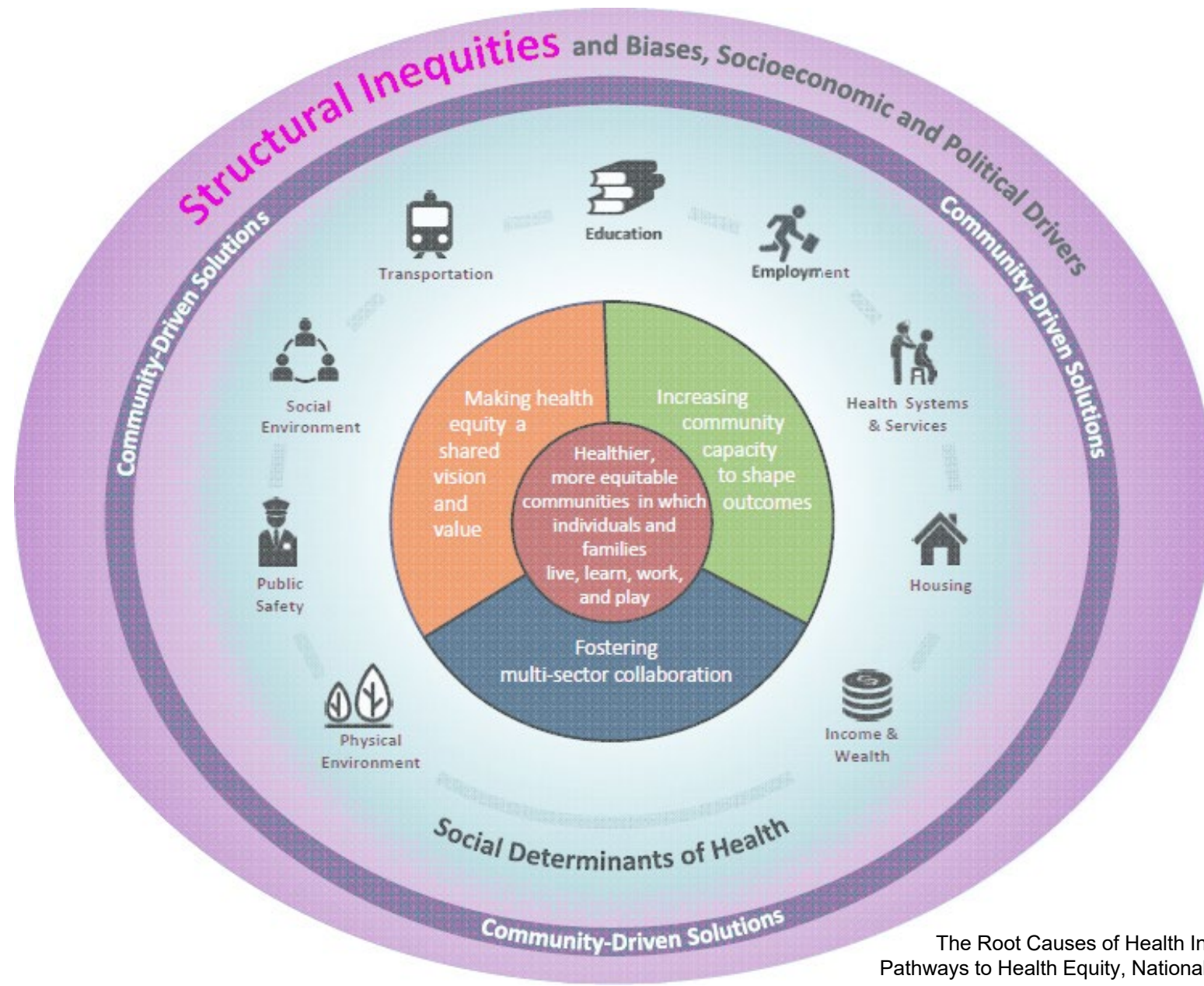
Society for
Participatory
Medicine
Transforming the Culture of Patient Care



Health
Disparities
Contribute to
Leading Causes
of Death in the
US

**Health
Disparities
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Cardiovascular Disease	<p>Black/African Americans are less likely than Whites to be treated by cardiologists, are less likely to be treated for hypertension, and have 30% higher cardiovascular complications after cardiac procedures.</p> <p><i>Source: American College of Cardiology</i></p>
Cancer	<p>Black/African American people have higher death rates than all other racial/ethnic groups for many, although not all, cancer types.</p> <p><i>Source: National Cancer Institute</i></p>
Unintended Deaths	<p>The greatest burden is shouldered by populations living in high-poverty areas</p> <p><i>Source: National Institute of Health</i></p>



The Root Causes of Health Inequity. Communities in Action: Pathways to Health Equity, National Academies Press (US); 2017.



Backbone/Long Haul

Transmits data between large servers located around the world.



Middle Mile

The fiber transport connection from the long haul network to the last mile service provider. Typically, this is a regional network that can serve parts of one or multiple states.



Last Mile

Connects the internet between a service provider and the customer/home.

The last mile in health equity



How we provide care has a disproportionate impact on people of color

Information
asymmetry

Power
asymmetry

Paternalism

Not
personalized

Poor
communication

Distrust

Lack of
respect



NOTICE
NO CELL
PHONE ZONE

Medical equipment mounted on the wall, including a stethoscope, a blood pressure cuff, a red hair dryer, and a white paper towel dispenser.

Medical cart with a scale and a white paper towel dispenser mounted on the wall.

Hand sanitizer dispenser mounted on the wall.

Paper towel dispenser mounted on the wall.

Paper towel dispenser mounted on the wall.

Red hair dryer mounted on the wall.

Medical device mounted on the wall.

Medical equipment mounted on the wall, including a stethoscope and a blood pressure cuff.

White paper towel dispenser mounted on the wall.

Medical cart with a scale and a white paper towel dispenser mounted on the wall.

White cabinet under the sink with a silver handle.

Sink with a silver faucet.

Medical cart with a scale and a white paper towel dispenser mounted on the wall.

White examination table with a silver handle.

Empathy: *“The ability to understand the personal experience of the patient”*

Improves
relationship

Better
patient
experience

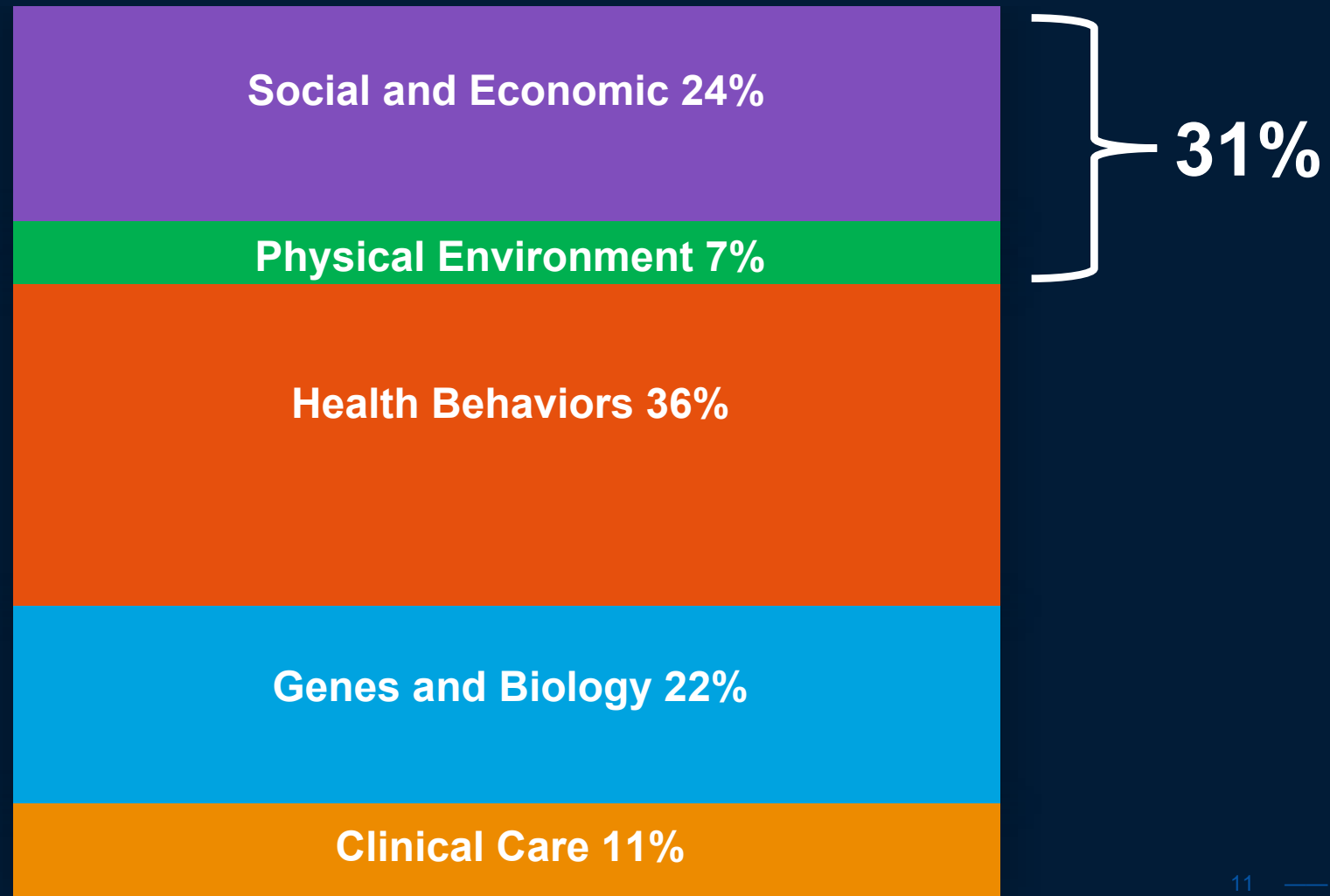
Better
physician
satisfaction

Improves
clinical
outcomes

Can be
assessed

Can be
taught

Social factors have an outsized influence on health





NOTICE
NO CELL
PHONE ZONE

Clipboard with papers

Stethoscope and blood pressure cuff

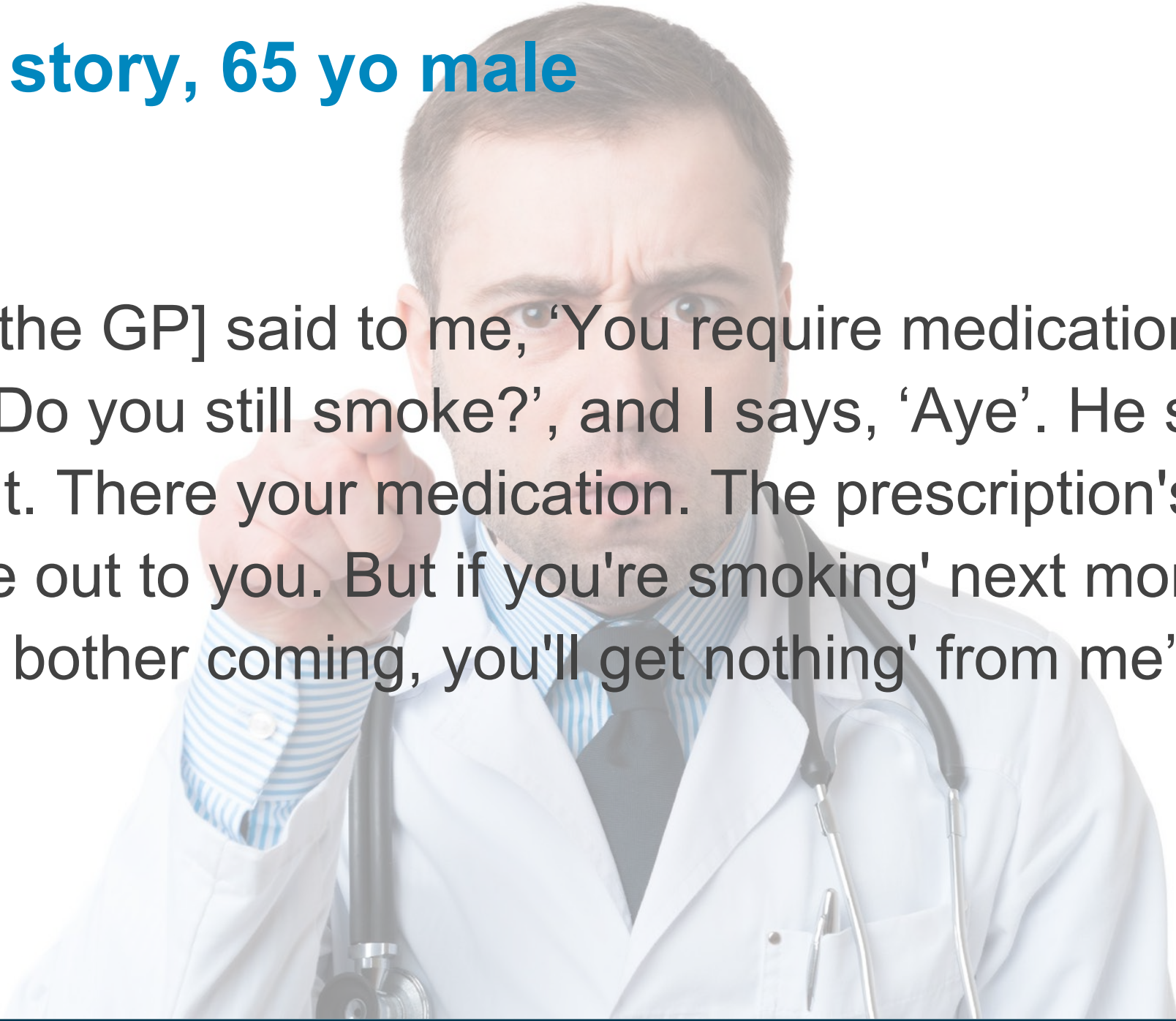
Red hair dryer

Scale



Patient story, 65 yo male

“He [the GP] said to me, ‘You require medication to live. Do you still smoke?’, and I says, ‘Aye’. He says, ‘Right. There your medication. The prescription's made out to you. But if you're smoking' next month, don't bother coming, you'll get nothing' from me’.”



Participatory Medicine Manifesto

Together we are reimagining the dynamics of healthcare. Our goal is to empower and embolden patients, healthcare professionals and caregivers by spreading the practice of participatory medicine. Our movement will shake up the system to create a collaborative, inclusive, compassionate and mutually respectful healthcare environment.

I pledge my commitment to the Participatory Medicine Manifesto and promise to do the following:

- Share and Listen
- Respect One Another
- Share Information Responsibly
- Promote Curiosity
- Be a Teambuilder



Mutual Trust is Foundation of Manifesto; Essential for Advancing Health Equity



Share and
Listen

Respect
One
Another

Share
Information
Responsibly

Promote
Curiosity

Be a
Tebuilder

Share and Listen

Respect One Another

Share Information Responsibly

Promote Curiosity

Be a Teambuilder

Patient

TRUST

HCP

Share and Listen

Respect One Another

Share Information Responsibly

Promote Curiosity

Be a Teambuilder

Patient

TRUST

HCP

Bidirectionality

Share and Listen

Respect One Another

Share Information Responsibly

Promote Curiosity

Be a Teambuilder

Patient

Trustful HCP/Patient Behaviors
Empathy
Openness
Collaboration

HCP/Patient Relationship Impact
Understanding
Honest Interactions
Info/Power Symmetry

HCP

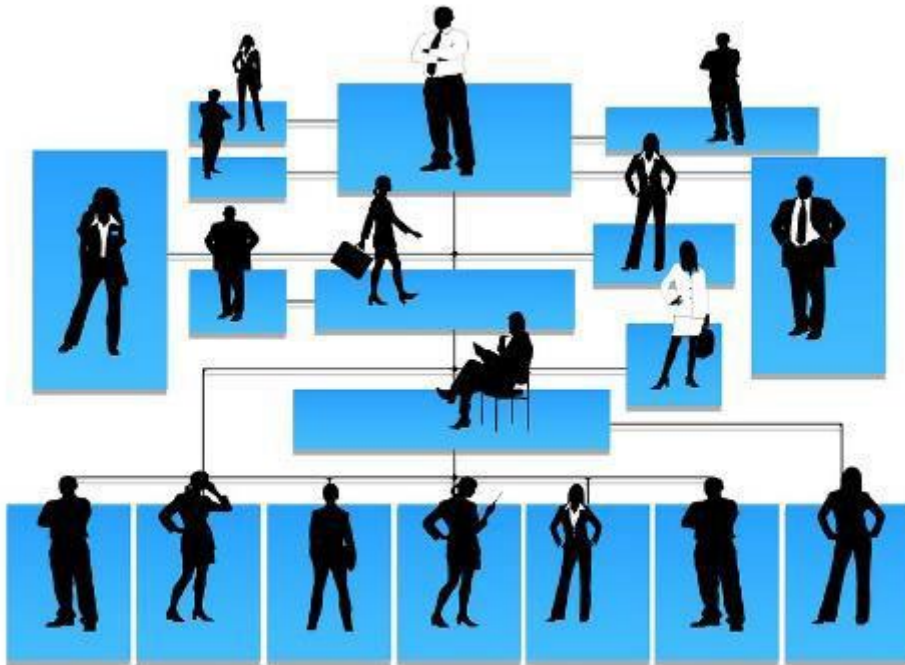
Bidirectionality

A healthcare professional in a white lab coat with a stethoscope around their neck is shaking hands with a patient wearing a blue patterned sweater. The professional is also holding a tablet. The background is a bright, clinical setting.

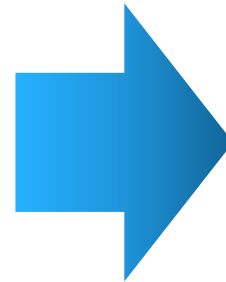
The healthcare professional must *earn* the respect and trust of the patient.

The patient *deserves* the trust and respect of the HCP.

But what about *power asymmetry*?



Hierarchical



Collaborative

Completing the Last Mile

For Healthcare Professionals

- Patient is an expert, too
- Patient must be respected
- Use plain language
- Ask about preferences
- Patient is most important collaborator

For Patients

- Be prepared
- Ask questions
- Voice your concerns
- Your HCP is your most important collaborator

Completing the Last Mile

For Practice/Healthcare System

- More time for visits or more frequent visits
- Cross-cultural consultant
- Elicit feedback from *all patients*
 - Provide this feedback to management and HCPs
- Mitigate HCP burnout
- Upskill *all* personnel and patients through PM training



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