



Defining terms for patient centricity

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We can only co-design in a meaningful way if we have a lingua franca – a bridging language – that enables all parties to truly collaborate. Here's our definition of key terms that relate to patient-oriented healthcare:

Acceptability. The extent to which people delivering or receiving a healthcare intervention consider it appropriate, as a result of their cognitive and emotional responses to that intervention

Co-design. Meaningful end-user engagement in the process of ideating, creating, evaluating and sharing healthcare interventions

Co-production. An approach applied by a healthcare system to involve patients in the decisions and actions of all parts of that system, from establishing policy through to agreeing long-term care plans

Healthcare. A health system's work to protect, maintain or improve the health of individuals and communities

Healthcare intervention. An action, process or resource that has been purposefully developed to improve a healthcare outcome – such as a service, clinical or patient-oriented outcome

HrQoL or Health-related quality of life. A person or group's perceived physical and mental health over time

Patient activation. Purposeful activity undertaken in a specific disease area aiming to empower patients to be involved in decision-making

Patient-centred care. Care that enables a person's specific health needs and desired health outcomes to shape health care decisions

Patient centricity. An organisational strategy to work with patients in an open and sustained fashion to develop better products and services



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Patient empowerment. Purposeful activity undertaken to nurture cognitive, emotional and affective states required for patient involvement and/or self-management

Patient enablement. Supporting patients to gain the knowledge and skills required for self-management

Patient focus. The immediate result of the implementation of patient centricity within an organisation – the ability for the organisation to understand priority needs from the patient perspective, and to focus activity around these needs

Patient involvement. Behaviour between patients and healthcare professionals that enables shared decision-making to occur

Patient-led care. Refers to strategic, systemic or structural changes undertaken by a healthcare provider to enable patient-centred care

Patient-reported outcome. A report that comes directly from a patient about the status of their health without amendment or interpretation

Patient-reported outcome measure. A tool used to capture a patient-reported outcome

Personalised care. Healthcare provision focusing on a person’s holistic health status rather than individual illnesses – addressing what matters to the patient and adapting care based on behavioural or social considerations or care planning

Self-management. When patients take responsibility for “living well” with their health condition, having received knowledge or skills from their health system

Shared decision-making. Patients and clinicians working together to appraise evidence and preferences to select diagnostic or treatment options

Notes

Please see our post: [What on earth are we all talking about?](#) for the original blog post that this document relates to and references



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