

BILANZ - Accounting dialogues as a means to promote patient-oriented primary care and improve treatment of people with chronic disease (Study design)

H.H. Abholz, S. Lambrecht (Düsseldorf); S. Wilm, G. Bureick (Witten); O. Bahrs, K.-H. Henze, S. Heim, I. Laspe (Göttingen); K. Wegscheider (Hamburg)

From coexistence to cooperation



Challenges of Chronic Care -1-

- prevalently no set objectives for treatments
 - often inadequately specified underlying risk-resource-profile
 - despite big efforts, treatment does not always meet patients' needs
 - patients and general practitioners (GPs) are (latently) dissatisfied
- **systematized negotiation and agreement on objectives, incorporating existing resources is required**

Project goals -2-

- enhancing the achievement of objectives mutually agreed upon by patients and GPs regarding
 - prevention of lifestyle-related progression of chronic disease and its outcome
 - better use of the patient's coping skills and salutogenic resources
- demonstrating that an appropriate communication training for GPs and a modified conversation structure (semiannual accounting dialogues) enhance the achievement of objectives
- promoting patient autonomy by proceeding on a case-by-case basis and in a resource-oriented way

Study design -3-

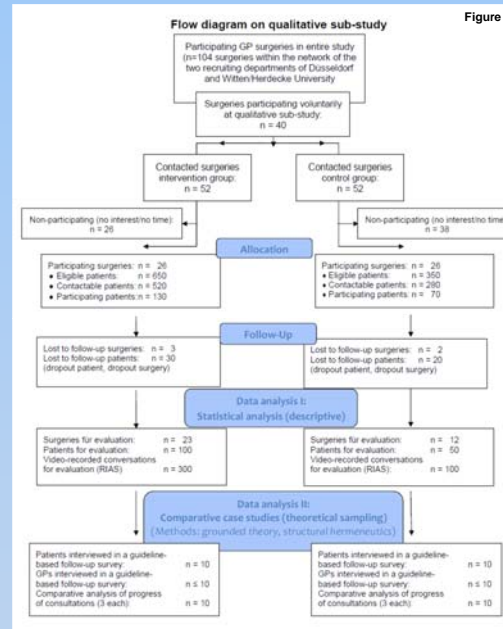
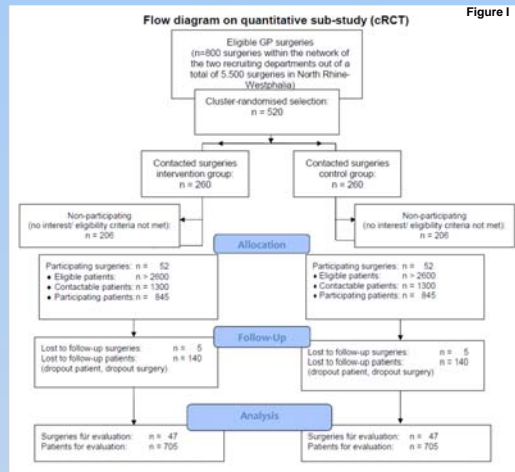
- Mixed methods design** (see figures I und II):
 - cluster-randomised, controlled and blinded intervention study
 - qualitative study
 - Both completed by health economic evaluation
 - Observation period: 1 year for each GP's surgery
 - Intervention I:**
 - 24 lessons of intensive training for GPs (cluster level) targeted on accounting dialogues (see Box 4)
 - identifying salutogenic resources and self-management skills
 - defining problems, shared decision making and patient-centred communication
 - Intervention II:**
 - conducting semiannual accounting dialogues (approx. 20-30 minutes each)
 - agreeing on assignments and objectives
 - rechecking the achievement of the set goals
 - setting new goals, if necessary
- (control group: dialogues focussing on prevention, but no set objectives)

GP training concept -4-

- participant-oriented evaluation of needs and conveying the concept of accounting dialogues
 - simulating feasibility in practice by means of everyday situations from the participants' surgeries
- Considering in addition the following issues regarding the treatment of patients with chronic conditions
- social situation / gender aspects / salutogenesis and biography
 - conversation skills (accounting dialogue, narration)
 - structuring the long-term relationship between GP and patient (epicritic case reflection)

Eligibility criteria for surgeries and patients -5-

- research GP surgeries associated with the departments of general medicine at Düsseldorf or Witten University
 - willingness to participate in the training
 - willingness to conduct and keep records on accounting dialogues at two (control group) or three (intervention group) points in time
 - consecutive recruitment of patients suffering from one or more chronic diseases, aged 18 to 70, adequate German language skills in order to answer the survey
- Qualitative sub-study:**
 - willingness to conduct video-recorded conversations and a follow-up survey



Anticipated outcome

- Enhancing the achievement of objectives regarding the treatment of people with chronic disease due to individualised, gender-sensitive supply and promotion of the patient's own resources
- Modifying the existing daily work in general practice by rendering the content of consultations more structured
- A theory-based and empirically approved module for further medical education, easy to implement in practice, and in a modified form also suitable for academic medical education
- Promoting patient autonomy and GPs' work satisfaction

Involved researchers:

H.-H. Abholz, S. Lambrecht (Univ. Düsseldorf); O. Bahrs, S. Heim, K.-H. Henze, I. Laspe (Univ. Göttingen); K. Wegscheider (Univ. Hamburg); G. Bureick, S. Wilm (Univ. Witten/Herdecke)