

Patients' needs regarding work-focused healthcare: a qualitative evidence synthesis



Insurance medicine 2.0 in a changing world
La médecine d'assurance 2.0 dans un monde qui change

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Disclosure of speaker's interests

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Patient-centered care

Patient-centered care focuses on the patient and the individual's particular health care needs.

- ↑ Patient satisfaction
- ↑ Healthcare outcomes for patients
- ↑ Efficient use of resources
- ↓ Healthcare costs

Work-focused healthcare refers to the **advice, treatment, guidance and support** received, with a **specific focusing on work participation.**

Work-focused healthcare meeting the needs of patients is a facilitator to stay at, or return to work.

Work-focused healthcare NOT meeting the patient's needs is a barrier to stay at, or return to work.

What are patients' needs regarding work-focused healthcare?



A qualitative evidence synthesis



Purpose:

To identify, appraise, and synthesize qualitative research evidence exploring patients' needs regarding work-focused healthcare



Data sources:

MEDLINE, Embase, PsychInfo and Web of Science were systematically searched between 2000 and May 2023.

[Search terms for: patient perspective and (challenges in) work participation]



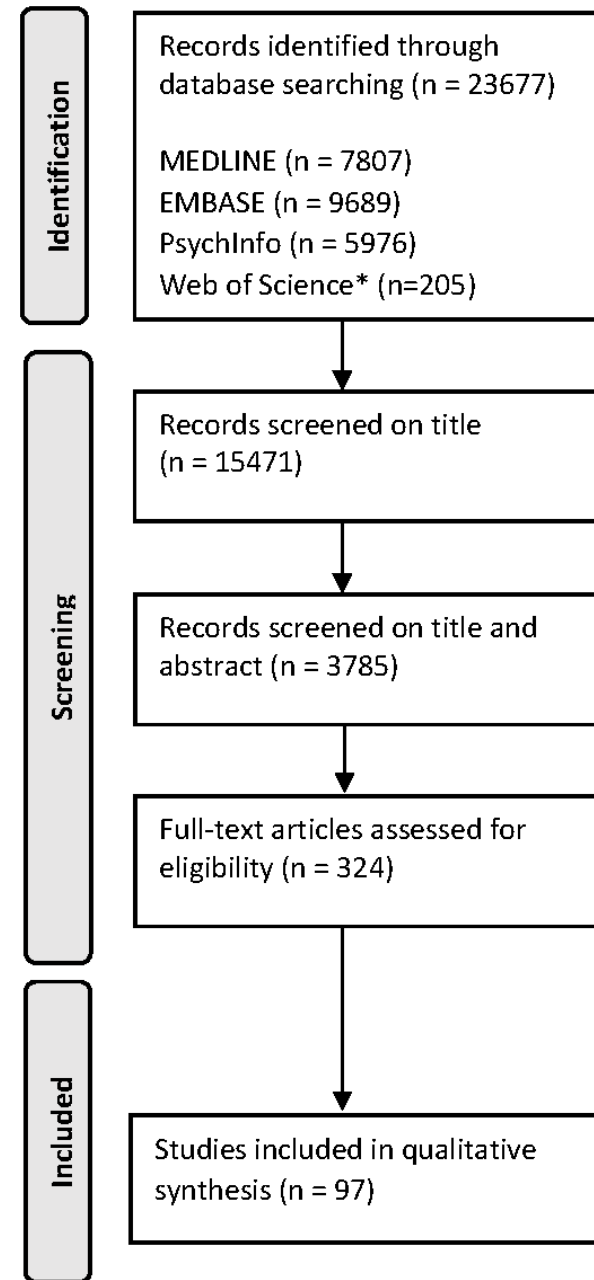
Study selection

- Qualitative study design
- Patients experiencing work participation problems due to chronic disease
- Discusses patients' needs regarding work-focused healthcare
- Written in English



Data extraction and quality assessment

- Inductive thematic analysis approach
- Critical Appraisal Skills Programme qualitative checklist





Characteristics of the included studies n=97



Participants (n)

Range from n=5 – n=73

Total n=1817



Medical condition

- Cancer n=24
- Brain injury n=11
- Mental illness n=10
- Cardiovascular problems n=8
- Back pain n=7
- Knee replacement n=4
- Arthritis n=4
- Other n=10
- Combination of above n=19



Work status

- (Long-term) sick leave *n=11*
- Coping while at work *n=5*
- Returned to work *n=22*
- Combination of above *n=52*
- Unknown *n=7*



Quality of articles

- High-quality (CASP score between 8-10) n=62 (63.9%)
- Medium quality (CASP score between 5-7) n=33 (34.0%)
- Low quality (CASP score between 0-4) n=2 (2.1%)



1. Substantive guidance

Needs regarding the specific content of work-focused healthcare provision:



Discuss work in curative healthcare delivery



Provide practical and specific guidance



Presence of psychological support

Patients' needs
regarding work-
focused
healthcare



*"I would value it when
he [rheumatologist] sheds light
on my work situation and RA."*

Van der Meer M et al. Experiences and needs for work participation in employees with rheumatoid arthritis treated with anti-tumour necrosis factor therapy. 2011;33(25-26):2587-95.



*"In the beginning I was very
angry at my brain and I thought,
this is not possible and I'm very
smart and I can memorize
anything and I know everything,
yes, apparently no longer."*

Klaver KM et al. Cancer-related cognitive problems at work: experiences of survivors and professionals. 2020;14(2):168-78



*"She told me to go home and relax and
that symptoms could last for a long
time. I didn't get any information at all.
She didn't tell me if I could use
television, computer or my phone...I
needed someone to guide me."*

Graff HJ et al. Facilitators of and barriers to return to work after mild traumatic brain injury: A thematic analysis. 2021;31(9):1349-73.



“Sometimes I wish they would do my doctor and employers would get in touch with each other because maybe it’s just me, but I think when I ring up work, you know, I feel sometimes - I bet they don’t believe me.”

Coole C et al. Staying at work with back pain: patients' experiences of work-related help received from GPs and other clinicians. A qualitative study. 2010;11(1):1-7.



“Everything takes time. . . no one tells you, or gives you an overview of your situation. . . You have to figure that out for yourself as the time goes by.”

Hellman T et al. Return to work after stroke: Important aspects shared and contrasted by five stakeholder groups. 2016;55(4):901-11.

Patients' needs regarding work-focused healthcare

2. Clear and continuous process

Needs focusing on clarifying and optimizing the work-focused healthcare process:



Interdisciplinary teamwork and coordination



Continuity and transparency in support



Information about rights and regulations



“We need a check list. “You’ve experienced a stroke: Think of this, do this, get in touch with the Social Insurance Agency”. You can’t take all of that in at once.”

Gard G et al. Need for structured healthcare organization and support for return to work after stroke in Sweden: Experiences of stroke survivors. 2019;51(10):741-8.



“He [my occupational health professional] listened to my point of view and I really appreciated that, because he could have said no he's the doctor and he decides.”

Corbière M et al. Recognition During the Return-to-Work Process in Workers with Common Mental Disorders. 2022:1-20.



“It was so positive in every way, the way they believed in me and believed that I was still able to perform some duties and find employment. That was so wonderful.”

Pasanen J. The nature of positive encounters between disabled workers and insurers in the return to work process. 2021;70(1):287-300.

Patients' needs
regarding work-
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healthcare

3. Supportive attitude and behaviour

Needs focusing on a positive and supportive attitude and behavior:



Equal partnership between patient and professional



Motivational attitude towards the patient



Act in the patient's interests



“I have an occupational physician who stands between me and my employer. She looks after my interests, determines what is good for me, not for my employer.”

Dorland H et al. Factors influencing work functioning after cancer diagnosis: a focus group study with cancer survivors and occupational health professionals. 2016;24(1):261-6.



“Well, I think, they’re simply not familiar with my situation. They don’t really care about me, or the fact that every person is an individual. I might want it one way, but another person might strive for something else.”

Mussener U et al. Encouraging encounters: sick-listed persons' experiences of interactions with rehabilitation professionals. 2007;46(2):71-87.



“They just follow the protocol and try to reach their targets.”

Juurlink TT et al. Barriers and facilitators to employment in borderline personality disorder: A qualitative study among patients, mental health practitioners and insurance physicians. 2019;14(7):e0220233.



“I didn’t know much at all about this condition. Especially, it goes up and down. You don’t really understand the pattern and you don’t understand what will happen at work today. If I had known a bit more then I could have managed it better.”

Jain A et al. Work productivity loss among rheumatoid arthritis patients in India: a qualitative study. 2019;3(2):rkz046.

Patients’ needs regarding work-focused healthcare

4. Tailored approach

Needs focusing on the delivery of work-focused healthcare tailored to the individual:



Attention for the personal situation of the patient



Be flexible in work-focused healthcare delivery



Give disease-specific information in relation to work



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What do these results tell us?



Most needs are **generalizable** to **all patient populations**.



Existing literature reports that still a lot of **experiences and needs do not match**.



Better **meeting the needs** of patients would **improve patients' experiences**.

Friday 29 September 2023



14:40 - 15:55	16:40 - 18:00
1h25	1h20
WS 5 - Electronic Exchange of Social Security Information (EESSI) - Exchange of medical information	MS 2 - Introducing inFACT: the individual functional activity composite tool
MS 1 - Impact of long-lasting effects of Covid-19 on social security. Expert opinion.	WS 6 - Value-based healthcare in Insurance Medicine: Adding value by measuring client-relevant outcomes
Healthcare 3	Healthcare 4
Demographic	Healthcare 5
RTW 5	RTW 6
RTW 7	Changing legislation
Training / Changing profile	COVID
Sick leave 5	Information technology

Learn more about our research and value creation in Insurance medicine!

**Tomorrow 16.40-18.00h
Workshop 6
Room R1.1**



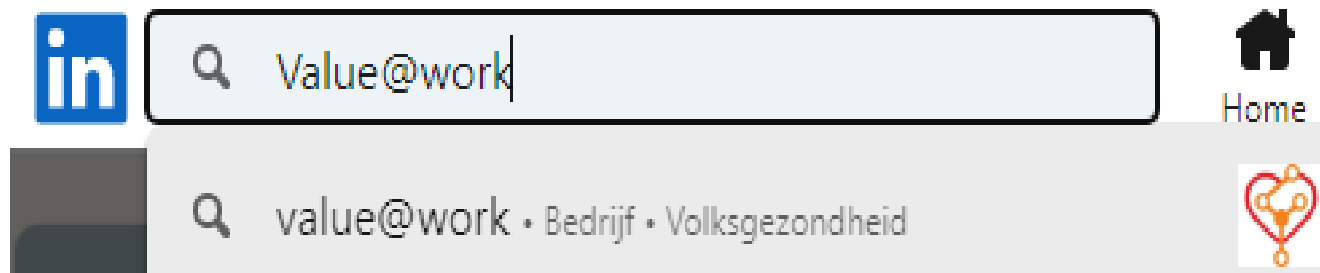
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