Ida Institute Change Guide

Example Mind Map of Patient-Centered Care

- Patient-centered care
  - Communication skills
    - Listening
    - Asking questions
    - Trust
  - Inclusive model of health care
    - Holistic understanding with diagnosis and treatment
  - Financial incentive
    - Increased patient satisfaction
    - More time-efficient appointments
  - Motivation
  - Ida Tools
    - Patient expert in own perception of hearing loss
  - My world
  - Living well
  - Personal development
  - Collaboration
    - Personal and social context
    - Mutual agreement on plans
  - Preferences
    - Preferences
    - Personal habits and routines
    - Values and needs
  - Active participation
  - Biopsychosocial model
  - Personal habits and routines
  - Values and needs
  - Seeing patient as individual
  - Seeing HCP as individual
  - Patient expert in own perception of hearing loss

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Example Characteristics of Patient-Centered Care

**Ida tools**
Motivational tools
Communication tools
My world
Personal development
Living well with hearing loss

**Financial incentives**
More effective appointments
Patient satisfaction

**Inclusive model of health care**
Biopsychosocial model
Holistic understanding with diagnosis and treatment
Active participation

**Communication**
Personal communication skills
Listening
Asking questions
Empathy
Consensus
Trust

**Seeing patient as an individual**
Needs, values, and rights
Personal habits and routines
Preferences
Social context and personal relations

**Collaboration**
Patient expert in their own hearing loss
Patient finding own strategies
Mutual agreement on plans
Communication partners
Shared responsibility