

# Collaboration between experienced users and multidisciplinary professionals in patient education

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## Introduction

Glittrelinikken offers patient education to COPD-patients and their next of kin, focusing on self-management and how to live with the illness of COPD<sup>1</sup>. Learning programs are created and exercised according to a *Standard method* developed by the Norwegian Centre for Patient Education, Resource and Service Development, Aker University Hospital<sup>2</sup>. Essential qualities of the method are recognition of the knowledge of experienced users and extensive collaboration between multidisciplinary professionals and experienced users in creating and exercising patient education programs.

## Aims

The aims of the study were to investigate and assess the properties of a two day, group-based learning program created in a collaborative process by multidisciplinary health professionals and experienced users (patients and spouses).

## Methods

Evaluation was attained through anonymous self-report questionnaires at the end of the program and after a year. Participants were asked to elicit their expectations and experiences, personal outcome and views regarding the program. They were also asked to suggest necessary changes in future programs.

## Contents of the learning program

- Living with chronic illness – family perspective
- What is COPD?
- Managing activities of daily living
- Physical activity and exercise
- Medical treatment and inhalation devices
- Nutrition, diets and meals
- Municipal services and social benefits

## Results

88 participants from six programs were asked to participate in the survey  
86 % (76 persons) returned the questionnaire at the end of the program  
50 % response rate after one year

- Patients and spouses highlight the opportunity to share knowledge and experiences with others, and the informal dialog with health professionals
- Listening to questions from fellow participants were reported important, as well as the use of a common language throughout the program
- The opportunity to verbalize challenges and opportunities as a couple was reported useful
- The general knowledge concerning how to live and cope with the illness of COPD was reported better, both after the program and after one year
- The program was comprehensive and busy, and a two-day program is minimum time. Participants suggest a three-day program.



## Quotes from the questionnaires:

- “My wife and I have received the same information, that was important”  
“I feel more safe and confident after meeting others with the same illness”  
“I`m more open to others about my husbands illness now”  
“Now I believe in better self-management and managing activities of daily living”

## Conclusions

Family members need and seek information.

Collaboration between professionals and experienced users gives a unique learning experience. Patients and their next of kin have considerable knowledge and experience, and their contributions are important when focusing on patient education and self-management.

Several patients and family members expressed that the program made a great difference. Yet, more research is needed.

## References

1. Næss HT (2010). En bedre hverdag. Opplæring av pårørende til personer med kols. Prosjektrapport. Glittrelinikken. [http://www.lhl.no/Global/KLINIKKENE/Glittrelinikken/Dokumenter/FoU/LMS\\_p%c3%a5r%c3%b8rende\\_sluttrapport.pdf](http://www.lhl.no/Global/KLINIKKENE/Glittrelinikken/Dokumenter/FoU/LMS_p%c3%a5r%c3%b8rende_sluttrapport.pdf)
2. Nasjonalt Kompetansesenter for læring og mestring (2010) <http://www.mestring.no/files/article/3322/arbeidsmteforLMS.pdf>