

Learning and Mastery Centres: Patient involvement as a means and a method



Learning and Mastery
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Focus

- What is a Learning and Mastery Center?
- Systematized user participation –
how do we do it?
- Results – improved quality of patient
education

A sister's perspective

*When she became everything –
I became nothing.*

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A father's perspective

Well, yes, we fathers are listened to when we meet with healthcare professionals – as long as we act like mothers.

A mother's perspective

*I do not know how to do things the best way.
I wish somebody would just write me a list –
tell me what to do. I'd do it all, happily.*

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A healthcare professional's perspective

Sometimes when I meet with parents, and they do not understand and see what I think is important for the child and themselves, it is as if our communication gets blocked.

How can I make them understand and do what I think is necessary?

Background

- 1997: Project “Learning Center”
- 1999: Patients’ Rights Legislation is passed
- 2000: Norwegian Center established
- 2001: Patient education becomes a responsibility of the hospitals
- 2004: 12 LMCs
- 2005: 37 LMCs
- 2009: 60 LMCs

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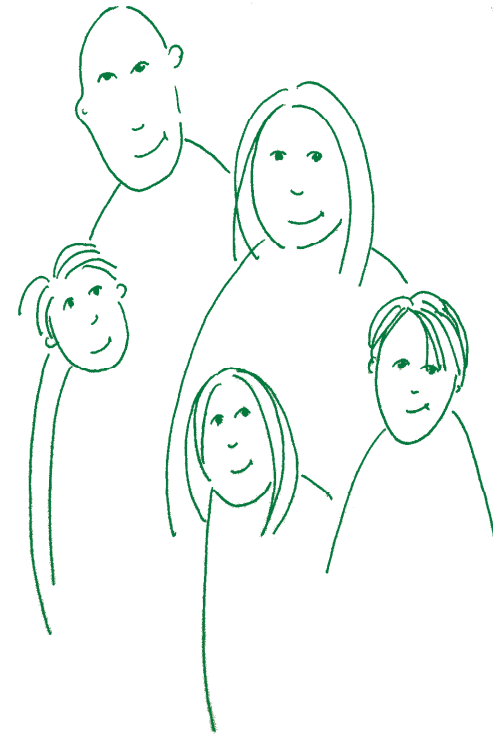
To be educated and to learn is not the same



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The Learning and Mastery Center

- Located at hospitals
- An arena where healthcare professionals and experienced users cooperate in developing, implementing and evaluating group based patient education.
- Relies on The Standard Method



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The Standard Method – the core of LMCs' work

- A PROCESS involving the members of a collaborative group
- Experienced users are ALWAYS involved in planning, implementing and evaluating the courses or training programs.
- The healthcare professionals' knowledge and the users' knowledge are given EQUAL consideration.

Dependencies for the LMC

- Support from the hospital's administration
- Network
- Resources
- Time

How to..

- A need is expressed
- A target group is defined
- Relevant health care professionals are invited
- Experienced users are invited
- The group is established
- The LMC principles guide the process and dialogue
- A common goal is agreed upon
- Content and form is developed

User participation – a premise for relevant patient education

- The participants at all levels gain new knowledge and understanding of each others' perspectives
- New contacts are made and partnerships are established
- Courses are made more relevant – both in their form and in their content

Improving the quality of patient education

- Through systematic user involvement, patients and their next of kin are educated to partake in their own rehabilitation process.
- Through systematic user involvement healthcare professionals gain insights in the patients' and their families' lifeworlds.
- **Through systematic user involvement the hospitals' practices and patient education develop and improve.**

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