



Digital Competencies for a Good Patient-Provider Relationship: The Need for Recommendations

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Acknowledgement of Country

- We acknowledge and pay respect to the Traditional Owners, Elders, and Knowledge Holders of the land that we are on – in all regions of this country. Thank you to the Aboriginal and Torres Strait Islander people and their fellow Australians.
- *Labour acknowledgement.* Thank you to the staff who are taking care of this space.

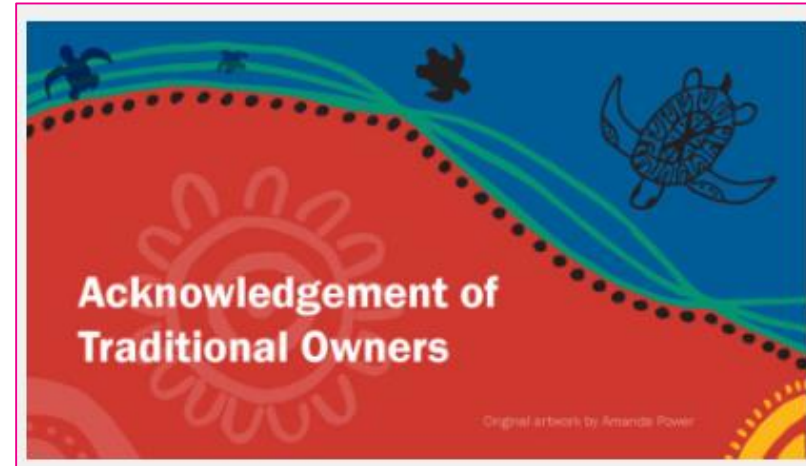


Image from [Acknowledgement of Traditional Owners :: QTU](#)



Patient Provider Relationship

➤ *Paternalistic* Model

provider as guardian

➤ *Informative* Model

provider as expert

➤ *Interpretative* Model

provider as advisor

➤ *Deliberative* Model

provider as teacher



Increasing patient choice and responsibility



From the dyad to the triad

The PPT Model

patient and providers

- shared decision making
- clinical decision support systems
- ethics: e.g. googling your patient

the digitally literate patient

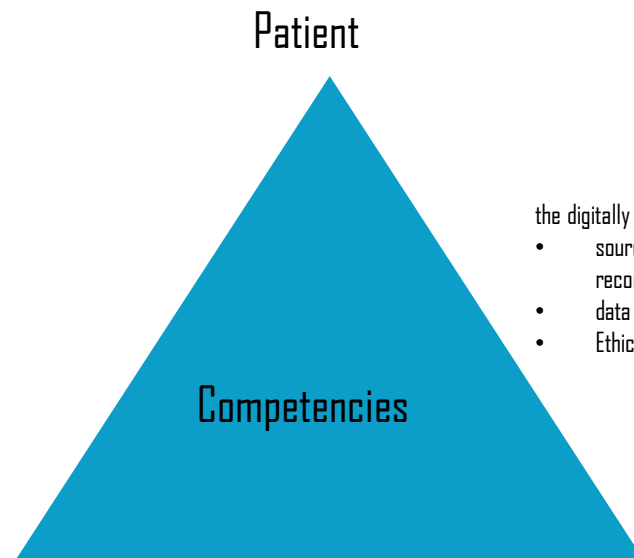
- sources: web, apps, wearables, personal health records etc.
- data and interpretation
- Ethics: e.g. sharing data

Provider

technology enabled patient care

- AI and bias, trust, explicability
- digitally literate provider
- legal and ethics: responsibility and liability

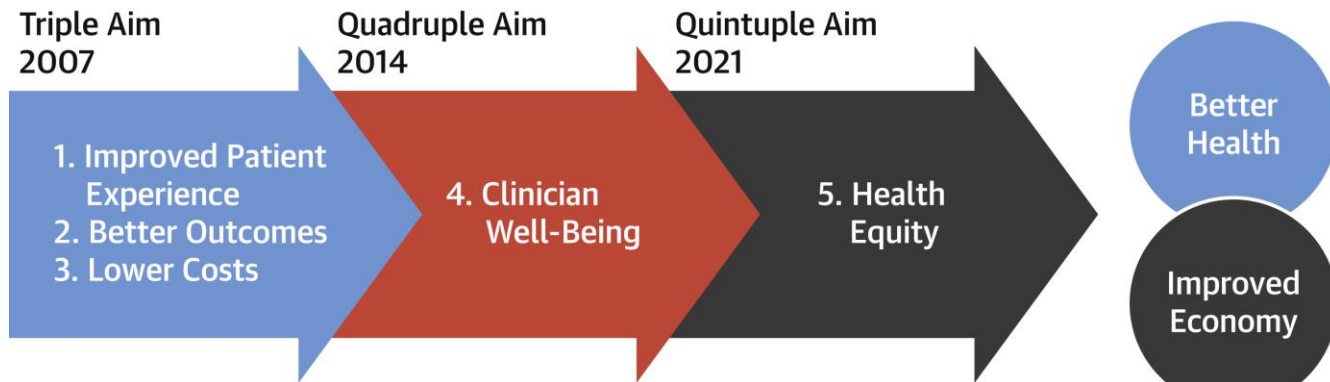
Technology





U.S. Quintuple Aim: Clinical Well-Being and Health Equity

Goals: Improve well-being for healthcare providers (clinicians and staff); address health inequities; upgrade the patient experience; enhance population health; and reduce costs.

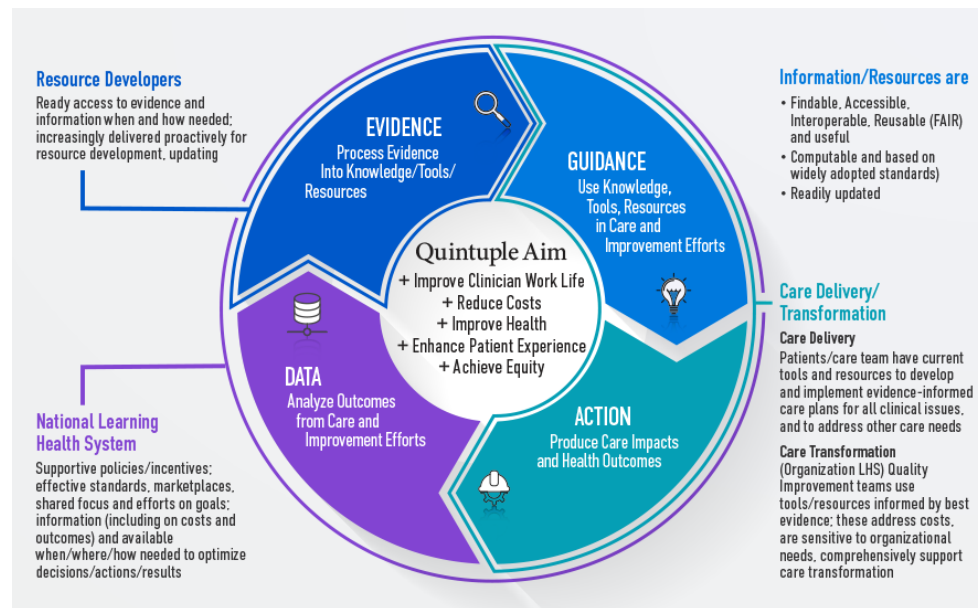




Quintuple Aim: Health Equity and Clinical Well-Being, cont'd

What will it take to achieve this aim?

- Evidence
- Guidance
- Action
- Data
- Innovation
- Disruption



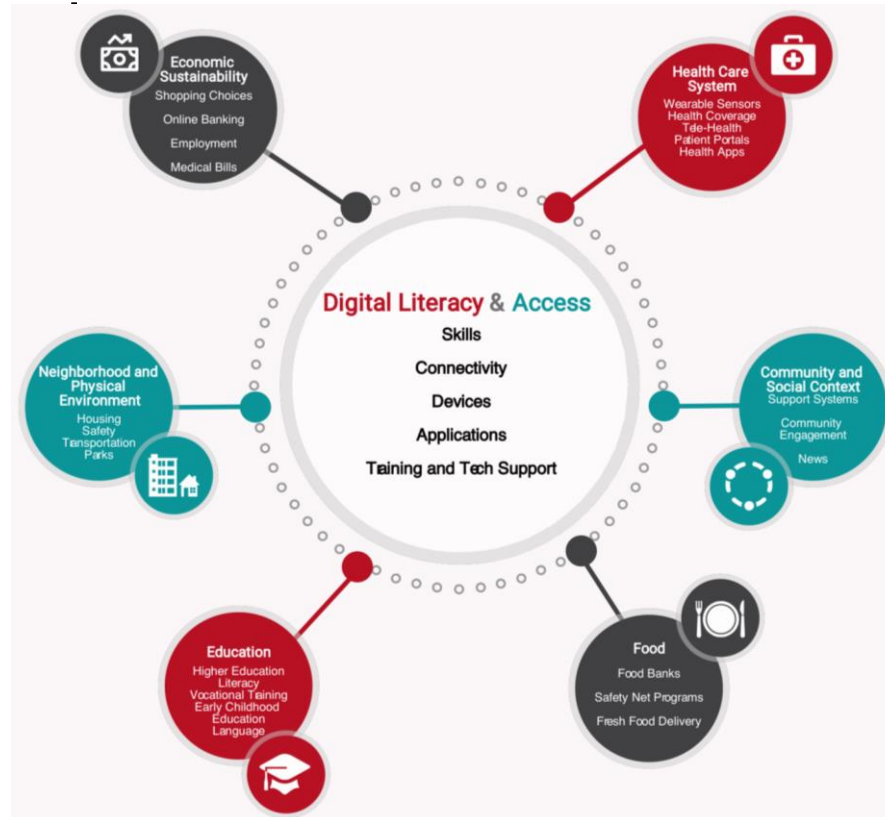
Source: Agenda for Healthcare Research and Quality (AHRQ). AHRQ Evidence-Based Care Transformation Support (ACTS) | Digital Healthcare Research. <https://digital.ahrq.gov/acts>



Social Determinants of Health (SDoH): Digital Divide the Role of Health IT

Digital literacy and access, including skills, connectivity, devices and training and technical support, relate to all other domains of social determinants of health.

Source: Sieck, C.J., Sheon, A., Ancker, J.S. *et al.* Digital inclusion as a social determinant of health. *npj Digit. Med.* 4, 52 (2021). <https://doi.org/10.1038/s41746-021-00413-8>





Discussion

“What constitutes a good patient-provider relationship and how can this be supported digitally?”

Moderation: Marion J. Ball



Thank you!

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