

Title: *Creating a Patient-Centered Healthcare System: Utilizing Insights-Education-Action Model to Transform Focus Group Visions into Action*

Background: Despite medical advancements, healthcare remains inaccessible and inequitable for many. Patients often feel systems prioritize disease management over holistic well-being. Fragmented care and poor provider coordination lead to inefficiencies, treatment gaps, poorer outcomes, and higher costs. Including patient and caregiver voices in research is crucial to address these issues.

Objective: Our objective was to engage the patient community in developing a vision for an ideal healthcare system. Involving patients and caregivers in systems' change research, we aim to begin to co-create a healthcare model that prioritizes accessibility, equity, and well-being.

Methods: We conducted sequential in-person focus groups over a three-day period to gather insights from 61 diverse participants representing the patient community on healthcare and how to conceptualize a patient-driven healthcare system. Focus group sessions built on prior conversations, with each covering a different aspect of moving from vision to action (1) Envisioning Your Ideal State of Healthcare, (2) Achieving Your Ideal State of Healthcare, and (3) Community Driven Action to Transform Healthcare. Thematic analysis was performed through systematic coding.

Results: Four categories emerged over the three-day period: universal accessibility, respectful patient-centered care, compassionate care coordination, and cultural sensitivity. Participants envisioned a universally accessible, equitable, respectful, coordinated, and compassionate healthcare system with streamlined electronic health records. They advocated for comprehensive, patient-centered care addressing the whole person, not just diagnoses or symptoms. Actionable steps include reimagining medical education, leveraging communities, adopting successful international examples, advocating for patient-centered policies, and improving tools and measures.

Conclusion: Insights from patients, caregivers, advocates, and researchers highlight the need for patient perspectives in shaping healthcare to be inclusive, holistic, and patient-centered. Transformative change can start by reforming medical education and professional development to align with patient-centered principles, ensuring a healthcare system that addresses disparities and prioritizes comprehensive, respectful care.