DIN EN 17398:2020-11 (E)

Patient involvement in health care - Minimum requirements for person-centred care

Contents

Page

European foreword 3

Introduction 4

1 Scope 6

2 Normative references 6

3 Terms and definitions 6

4 The patient's narrative and experience of illness 9
4.1 General 9
4.2 Requirements 10
4.2.1 Organisational level 10
4.2.2 Point-of-care level 10

5 Partnership 11
5.1 General 11
5.2 Requirements 11
5.2.1 Organisational level 11
5.2.2 Point-of-care level 11

6 Documentation, care plan and information sharing 12
6.1 General 12
6.2 Requirements 12
6.2.1 Organisational level 12
6.2.2 Point-of-care level 13

7 Patient and public involvement in management, organisation and decision/policy-making 13
7.1 General 13
7.2 Requirements 14

Annex A (informative) Cases 15

A.1 General 15
A.2 Follow-up in primary care 15
A.3 Dentistry 16
A.4 Breastfeeding 17
A.5 Patient and public involvement 18
A.6 Patient with psychosis 19
A.7 Long-term care 20
A.8 Woman with aphasia after stroke 21
A.9 Paediatrics 22

Annex B (informative) Patient involvement at different health care levels and phases 24

B.1 General 24
B.2 Patient involvement and person-centred care 24
B.3 Partnership in person-centred care and responsibilities 25
B.4 Resources and tools 26

Bibliography 28