

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