



**Universitätsspital
Basel**

Klinische Epidemiologie
EbIM Forschung & Bildung

Patient-centeredness in psychiatric work disability evaluations and interrater agreement of work capacity estimates

Timm Rosburg



What is patient-centeredness?

LECTURES AND ADDRESSES

The possibilities of patient-centered medicine*

ENID BALINT, D.Sc.

London

Case work consultant, Tavistock Institute of Human Relations, London; honorary secretary, Training Committee, British Psycho-analytical Society

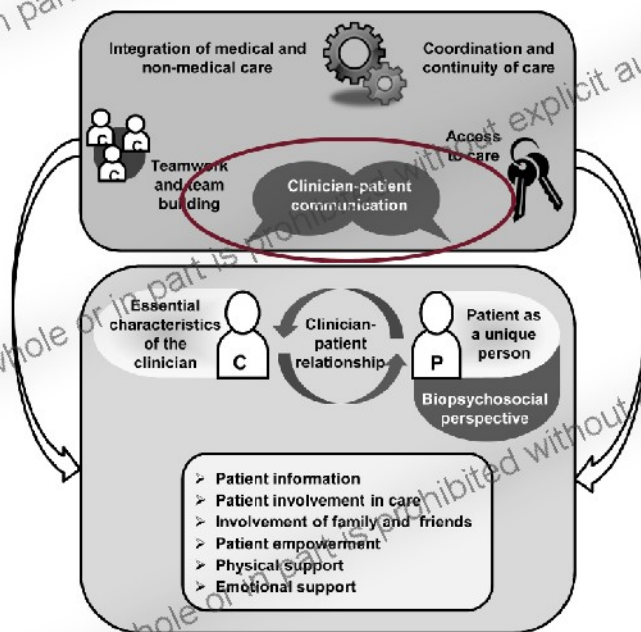
IN his paper, *The Structure of the Training cum Research Seminar and its Implication for Medicine*, Michael Balint spoke about two classes of pathological conditions: Class I comprises conditions in which a localizable 'illness' can be found. In this class scientific examinations can identify a fault either in the body or in one of the part functions in the body. In this way of thinking, the prime aim is to find a localizable fault, diagnose it as an illness and then treat it. This is what we call **'illness-orientated medicine.'**

In contrast, there is another way of medical thinking which we call **'patient-centred medicine.'** Here, in addition to trying to discover a localizable illness or illnesses, the doctor also has to examine the whole person in order to form what we call an 'overall diagnosis'. This should include everything that the doctor knows and understands about his patient; the patient, in fact, has to be understood as a unique human-being. The illness which can be described in terms of a 'traditional diagnosis' is either an incident like a broken leg, or a part like accident-proneness which makes better sense if understood in terms of the whole.

Balint, 1969,

J. Roy. Coll. Gen. Pract.

What is patient-centeredness?



Motivation for patient-centeredness

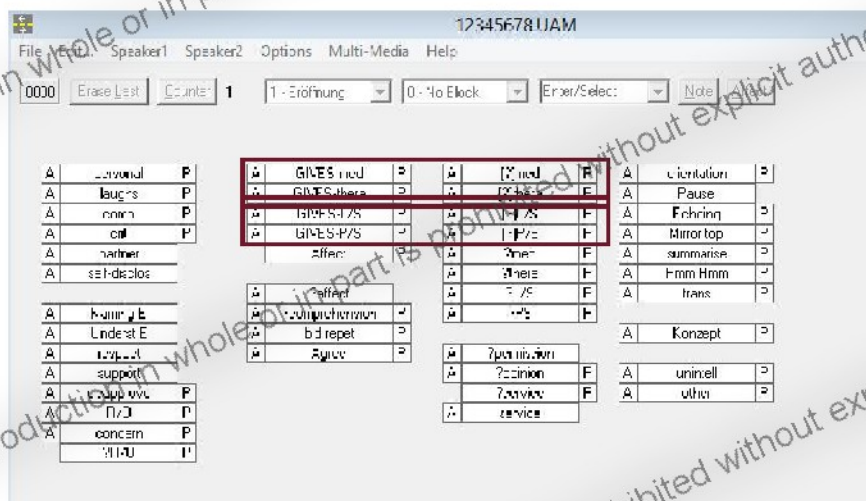
- Humanism/ethics
- Pragmatic (favorable health outcomes)

Claimant-centeredness?

Scholl et al., 2014, PLOS One

How to measure patient-centeredness?

Biopsychosocial perspective = psychosocial and lifestyle topics are addressed by the doctor

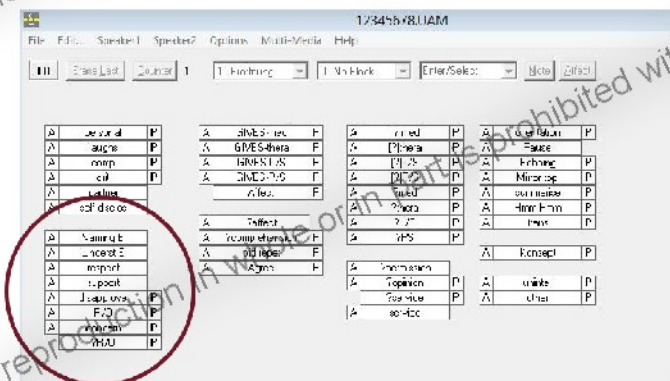


Roter Interaction Analysis System (RIAS)

Patient-centeredness (Ptcnt), ratio of psychosocial and emotional to biomedical utterances), e.g. Beach et al., 2010, *J. Gen. Intern. Med.*

How to measure patient-centeredness?

Empathy



NURSE

- **N**aming emotions
- **U**nderstanding emotions
- **R**especting and valuing the patient’s achievements/behavior
- **S**upport offering
- **E**xploring emotions

Smith & Hoppe, 1991
Ann Intern Med.

Interrater agreement of work capacity estimates in psychiatric work disability evaluations

Munz et al. *BMC Psychiatry* (2019) 19:205
<https://doi.org/10.1186/s12888-019-2171-y>

BMC Psychiatry

RESEARCH ARTICLE

Open Access

The reproducibility of psychiatric evaluations of work disability: two reliability and agreement studies



Regina Munz¹, David Y. von Allmen¹, Renato Marelli^{2,3}, Ulrike Hoffmann-Richter^{4,5}, Joerg Jeger⁶, Ralph Nader⁷, Eline Colomb⁸, Heinz J. Schaad⁹, Monica Bachmann¹, Nicole Vogel¹, Jason W. Busse^{10,11}, Martin Bachhorn¹², Oskar Bänziger¹³, Thomas Zumbund¹, Wout E. L. de Boer¹ and Karin Fischer¹⁴

RELY studies

- Interrater agreement of work capacity estimates was poor.
- Multiple potential reasons (Barth et al., 2016)
- Coverage of work-related topics (von Allmen et al., 2020)



Study aims

Patient-centeredness in psychiatric work disability evaluations and interrater agreement of work capacity estimates

(1) Extent of patient-centeredness in psychiatric work disability evaluations in RELY1

- **Ptcent** (ratio of psychosocial and emotional to biomedical utterances)
- **NURSE** (empathic behavior)

(2) Association between patient-centeredness and favorable outcomes

- **Work capacity interrater agreement**
- **Perceived interactive fairness (BEQ)**

Roter Interaction Analysis System (RIAS)

(1) Extent of patient-centeredness in psychiatric work disability evaluations

	Experts		Claimants	
	Mean (SD)	Range	Mean (SD)	Range
GIVES medical	20.4 (32.7)	0-172	297.1 (135.3)	63-565
GIVES therapy	1.5 (2.5)	0-11	23.6 (24.1)	0-84
GIVES lifestyle	14.5 (16.1)	0-67	800.9 (235.7)	217-1369
GIVES psychosocial	14.6 (17.8)	0-94	161.7 (107.2)	1-390
Naming Emotions	0.3 (1.2)	0-6	---	---
Underst Emotions	1.1 (1.5)	0-5	---	---
Respect	4.1 (4.0)	0-16	---	---
Support	<0.1 (0.2)	0-1	---	---

- High Ptcent ratios vs. low NURS(E) counts

Roter Interaction Analysis System (RIAS)

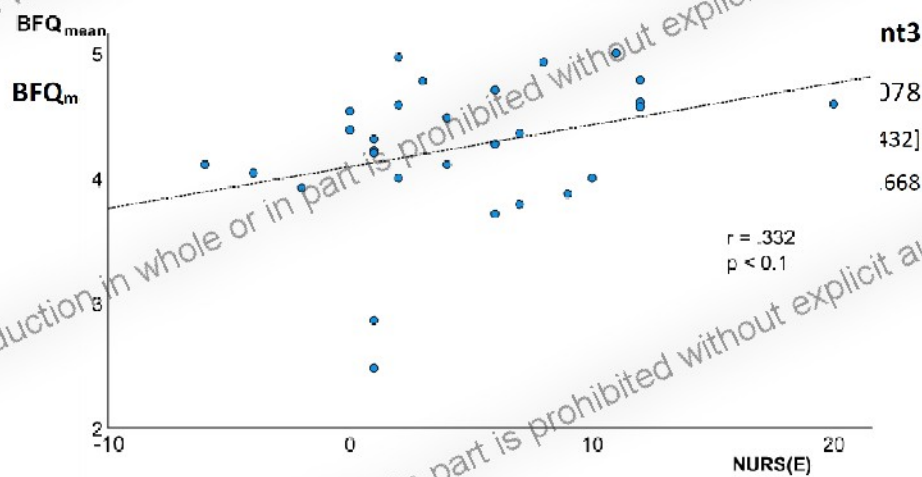
(2) Association between patient-centeredness and work capacity interrater agreement (Δ WC)

Δ WC	NURS(E)	Ptcent1	Ptcent2	Ptcent3
	-.172	.097	.101	.115
	[-.507, .208]	[-.279, .448]	[-.276, .450]	[-.263, .462]
	p = .372	p = .615	p = .604	p = .554

- **No significant association between patient-centeredness measures and interrater agreement for remaining work capacity**
- **No evidence that patient-centeredness mattered in this regard**

Roter Interaction Analysis System (RIAS)

(2) Association between patient-centeredness and perceived fairness



- **Weak association between NURS(E) and perceived fairness**

Discussion

- High Ptcent ratios likely reflect the necessity of work disability evaluations to assess functional limitations resulting from the health condition.
- Thus, Ptcent is likely no good measure for patient-centeredness in work disability evaluations, as opposed to clinical doctor-patient interactions.
- Low NURSE values indicate that the experts hardly showed empathic behavior.
- It could not be investigated in this study why the experts did not show empathy.

Lessons to be learned



- In German/Swiss guidelines and handbooks on medical evaluation, empathy is often mentioned, but it is
 - a) usually little detailed, and, consequently,
 - b) empathy is usually not defined either.
- Patient-centeredness is hardly mentioned.
- Does patient-centeredness still need to arrive in German/Swiss/(...) insurance medicine?

Contributions: Wolf Langewitz, David Y. von Allmen, Helena Langewitz, Heidemarie Weber, Edward B. Bunker, Sabina Hunziker, Wout de Boer, Regina Kunz

Funding: Swiss National Science Foundation (SNF), Federal Social Insurance Office (BSV), Swiss National Accident Insurance (Suva)



Roter Interaction Analysis System (RIAS)

(2a) Association between patient-centeredness and work capacity
interrater agreement (ΔWC)

