

Lorenz, L. S. (2007). Using fair process to cross the quality and health care chasm: Eliciting the perspective of brain injury survivors. Paper presentation, The Society for the Study of Social Problems, 57th Annual Meeting, New York, NY, August 10-12, 2007.

Abstract

Patient-centeredness is a key area targeted for improvement in the Institute of Medicine (2001) report *Crossing the Quality Chasm*. An important dimension of patient-centeredness is respect for patient's values, preferences, and expressed needs. One way to improve patient-centeredness is to consider justice in the patient-provider interaction and the importance of the patient-provider relationship. Using the concept of fair process to bring the environment into the patient-provider interaction, encourages a shift from a professional-patient relationship founded on one-way communication to one founded on engagement, exploration, explanation, and mutual learning. Fair process brings a different expertise—the patient's expertise—into the health care interaction. Applying fair process in health care may be particularly relevant to the process of rehabilitation from brain injury, which can have serious, long-term cognitive, emotional, psychosocial, and physical impacts on survivors. Applying fair process through participatory action research using visual and narrative methods may help us move from health care policies founded on treating diseases to a patient-centered model of health care founded on procedural justice and treating patients.