

Chapter 12

Patient–Centric Care in Tuberculosis Management: Addressing Challenges and Improving Health Outcomes

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ABSTRACT

The WHO's End TB Strategy prioritizes Patient-Centered Care as its primary pillar. This chapter focuses on the Indian Health Care System's implementation of patient-centric care, emphasizing the patient's pivotal role in receiving quality service and quality care. Healthcare workers under this model deliver competent tuberculosis care, aiming to meet patients' needs and provide support throughout their treatment journey. Enhancements in patient-centric care encompass improved TB diagnosis, treatment adherence, and follow-up management. The research findings show enhanced patient-physician relationships and healthcare worker capabilities. Increased medication adherence and reduced patient loss to follow-up contribute to better treatment outcomes. The chapter also addresses arranging nutritional aid for the underprivileged, providing psycho-social and socioeconomic support, and educating affected TB patients about the disease, all within the scope of TB awareness efforts.

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INTRODUCTION

Tuberculosis (TB) continues to pose a significant global public health challenge, causing immense morbidity and mortality on a worldwide scale. The emergence of the COVID-19 pandemic has further underscored the complexity of addressing infectious diseases, leading to a notable increase in TB incidence globally. The convergence of these two public health crises has necessitated reevaluating healthcare delivery approaches, particularly in the context of TB management.

In response to the evolving landscape of infectious diseases, including TB, the concept of Patient-Centric Care (PCC) has gained prominence as a vital approach to meet the unique and diverse needs of individuals affected by TB, as well as those impacted by related conditions such as HIV, Diabetes, Leprosy, and Cancer. PCC fundamentally revolves around the core principle of placing patients at the center of healthcare delivery, focusing on providing personalized, comprehensive, and high-quality services that cater to the specific requirements of each individual.

The essence of PCC lies in ensuring treatment adherence, facilitating access to essential medicines and vaccines, and fostering a supportive environment throughout the entire continuum of care, from diagnosis to the completion of treatment and post-follow-up. This patient-centered approach aims to optimize health outcomes and address the multifaceted challenges encountered by individuals grappling with TB and related comorbidities.

As we delve deeper into this exploration of PCC in the context of TB management, we seek to unravel the critical role of this approach in mitigating the complexities associated with TB care, alleviating the burden on patients, and ultimately improving health outcomes. This comprehensive analysis endeavors to shed light on the various dimensions of PCC, its significance in enhancing patient experiences, and its potential to shape the future of TB management on a global scale.

The chapter provides a comprehensive overview of the global impact of tuberculosis (TB) and the role of Patient-Centric Care (PCC) in addressing the challenges associated with TB management. It emphasizes the significant burden of TB on global health and the impact of the COVID-19 pandemic on TB incidence. The chapter highlights the importance of PCC in addressing the needs of individuals affected by TB, HIV, Diabetes, Leprosy, Cancer, and other conditions. It discusses the essential components of PCC, including treatment adherence, access to quality healthcare, and the provision of essential medicines and vaccines. The chapter also emphasizes the need to establish PCC centers to foster better relationships between patients and healthcare professionals, ensuring that patients receive comprehensive care from diagnosis to the completion of treatment and post-follow-up. Additionally, it addresses the socioeconomic barriers and stigma associated with TB, underscoring the role of PCC in addressing these challenges.

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