PatientVoices NETWORK

Catherine North and Delia Cooper

Patient Voices Network is a Ministry of Health, Patient as Partners initiative administered by ImpactBC

Patient Voices Network

- **PVN is an initiative of the Ministry of Health, Patients as Partners, administered by ImpactBC**
- Province – wide
- Patient voice in Improvement
- Patients, families and caregivers are supported
- Participate in transforming BC’s health care system

PatientVoices NETWORK

Good Experience

+ Active Engagement

Better:

- **Safety**
- **Health outcomes**
- **Satisfaction of patients and providers**
- **Overall support for BC's health care system**

And…

- **Reduced Cost to the system**

PatientVoices NETWORK

"Having witnessed the patient's voice in a number of situations, I would not proceed without having them in the room.

It has completely changed my way of thinking and doing business."

Health care provider

Patient Voices Network

Open to everyone in BC

Over 1300 members

Become Activated

Participate in opportunities to have your voice heard

Activated Patients

500 volunteers across BC communities

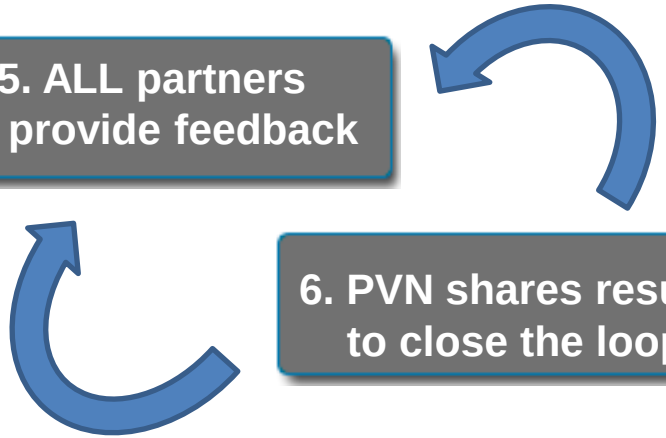
- Registration and intake interview
- Online & in-person orientations
- Code of conduct
- Skills & knowledge development
- Networking
- Participation in health care change

PVN Philosophy

- Patients are partners
- Non-Advocacy approach
- Change takes time
- Spirit of volunteerism
- Common, shared expectations

Patient Engagement Process

1. Create a plan with Health Care Partner
2. PVN invites patients to participate
3. Patients are prepared
4. Patients participate and receive support
5. ALL partners provide feedback
6. PVN shares results to close the loop



Supporting Patients and Health care partners to have positive experiences

Over 100 Health Care Organizations

- BC Health Authorities
- BC Medical Association
- BC Patient Safety & Quality Council
- College of Registered Nurses of BC
- Health Council of Canada
- Institute of Healthcare Improvement
- Ministry of Health
- Non-government organizations (NGOs)

Types of Engagements

- Advisory committees
- Focus groups
- Patient journey mapping
- Improvement teams
- Conferences and presentations
- Other health care projects

Over 900 placements to date

PatientVoices NETWORK

Importance of Patient Participation in the Patient Voices Network

For Patients:

- Positive contribution
- Greater understanding
- Problem-solving in setting where real change is possible
- Opinions are considered in Focus groups and surveys
- Educational experiences – Webinars or Conferences
- Briefing and debriefing teleconferences are enlightening
- Stimulating and gratifying experience

PatientVoices NETWORK

Importance of Patient Participation in the Patient Voices Network

For the Health Care System:

- Includes all stakeholders in change process
- Patient-centered perspective
- Free to ask the hard questions
- Greater harmony in problem solving process
- Expedience frequently a priority
- Cost effective

PatientVoices NETWORK

www.patientvoices.ca

connect@patientvoices.ca

T 604 742-1772 TF 1 888 742-1772