

# Patient Engagement

Peter Toppings

Manager, Patient & Public Engagement

# Patient Voices Network

- Patients as Partners, Ministry of Health initiative administered by ImpactBC
- BC wide mechanism for patients, families and caregivers to participate
- 6<sup>th</sup> year of operations

# Scope

- Team of 8 engagement liaisons leading the work in health regions
- Over 1800 patient partners
  - 1100 + friends
  - 700 + volunteers
- Supported 650+ patient placements with health care partners

# Types of Engagements

- Advisory committees
- Focus groups
- Patient journey mapping
- Sharing stories at conferences
- Other engagement opportunities



# Process for Engaging the Patient Voice

1. Health care partner submits a patient engagement request
2. Engagement is designed and an invitation is prepared
3. Volunteers are invited to participate
4. Volunteers are prepared
5. Volunteers and health partners are supported
6. Evaluation and feedback from both
7. Closing the loop
8. Volunteers receive ongoing support & skill-building

# Areas of Development

- Mandate expanded in 2014 to acute & residential care
- Increase in requests for 'strategic' patient partners to participate in high level system redesign initiatives
- Engagement of 'marginalized' communities
- Patient oriented research

Questions?