



Patient Engagement: Transforming the way we do business

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



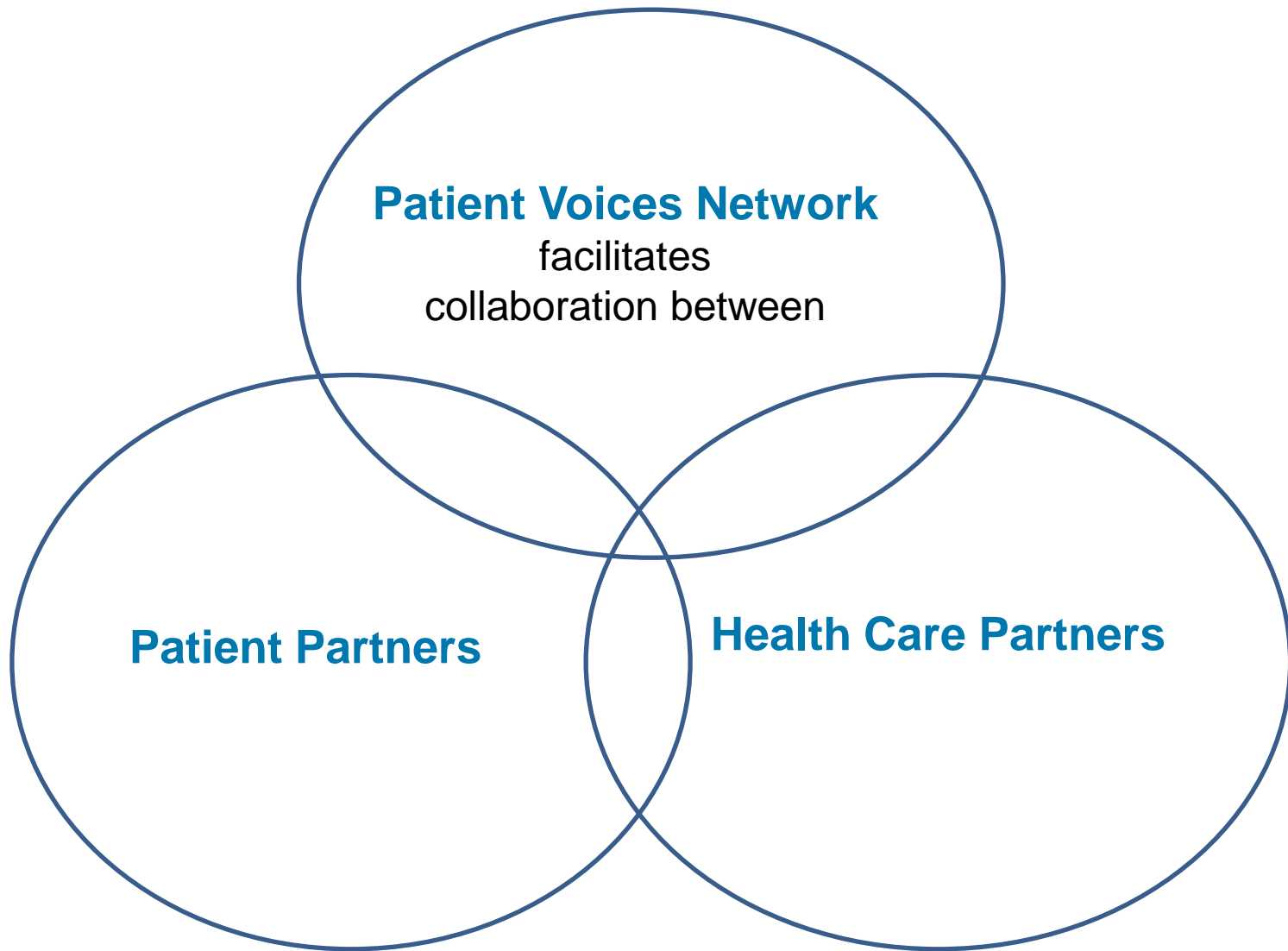
Agenda

- **Overview of Patient Voices Network (PVN)**
- **Define Public & Patient Engagement (PPE)**
- **Introduce Spectrum of Engagement (& activity)**
- **Successful Patient Engagement: example**
- **Discuss 10 Key Questions (& activity)**
- **Wrap up**



Guidelines

- **Be open and respectful**
- **Participate! (mute phones)**
- **Share air time**
- **Define/Avoid Acronyms**
- **Practice self care**
- **Humour welcome**



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BRITISH
COLUMBIA

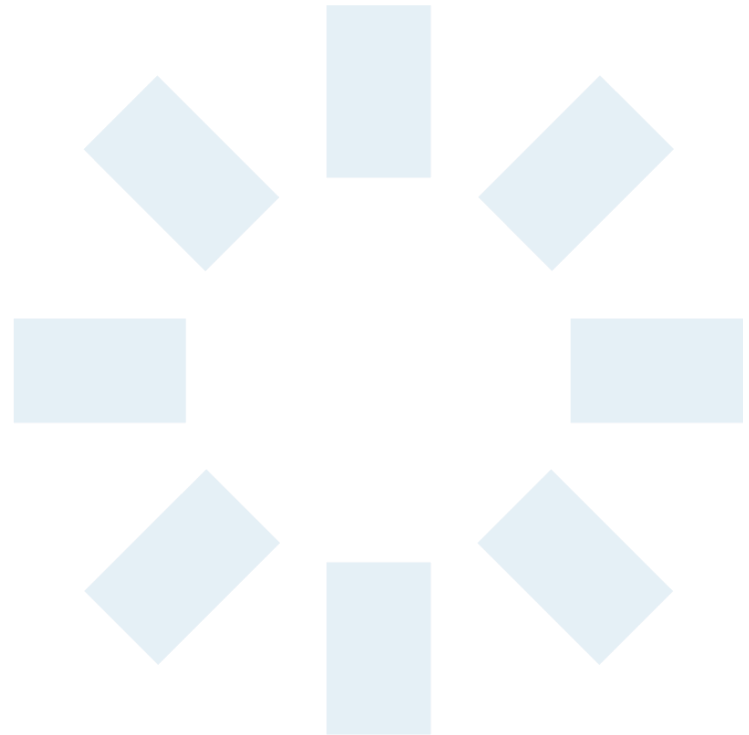
The Best Place on Earth



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Public & Patient Engagement (PPE)



Three Ways to do Health Care Improvement

- 1) Don't listen very much to users and we do the designing for them.
- 2) Listen to our users then go off and do the designing for them.
- 3) Listen to our users and then go off with them to do the designing together.

Paul Bate, 2007

A decorative graphic consisting of several light blue geometric shapes, including rectangles and diamonds, arranged in a circular pattern around the text.





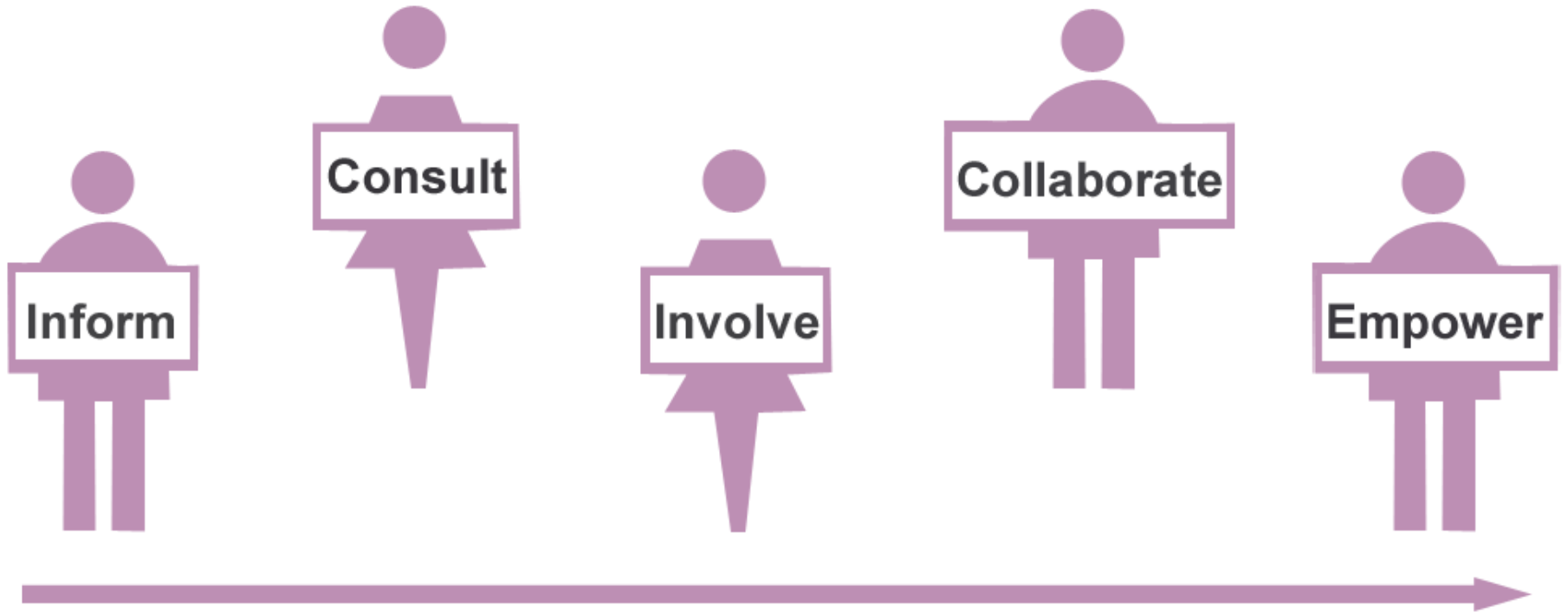
Foundations of Patient & Public Engagement

Decision-Oriented

Goal-Driven

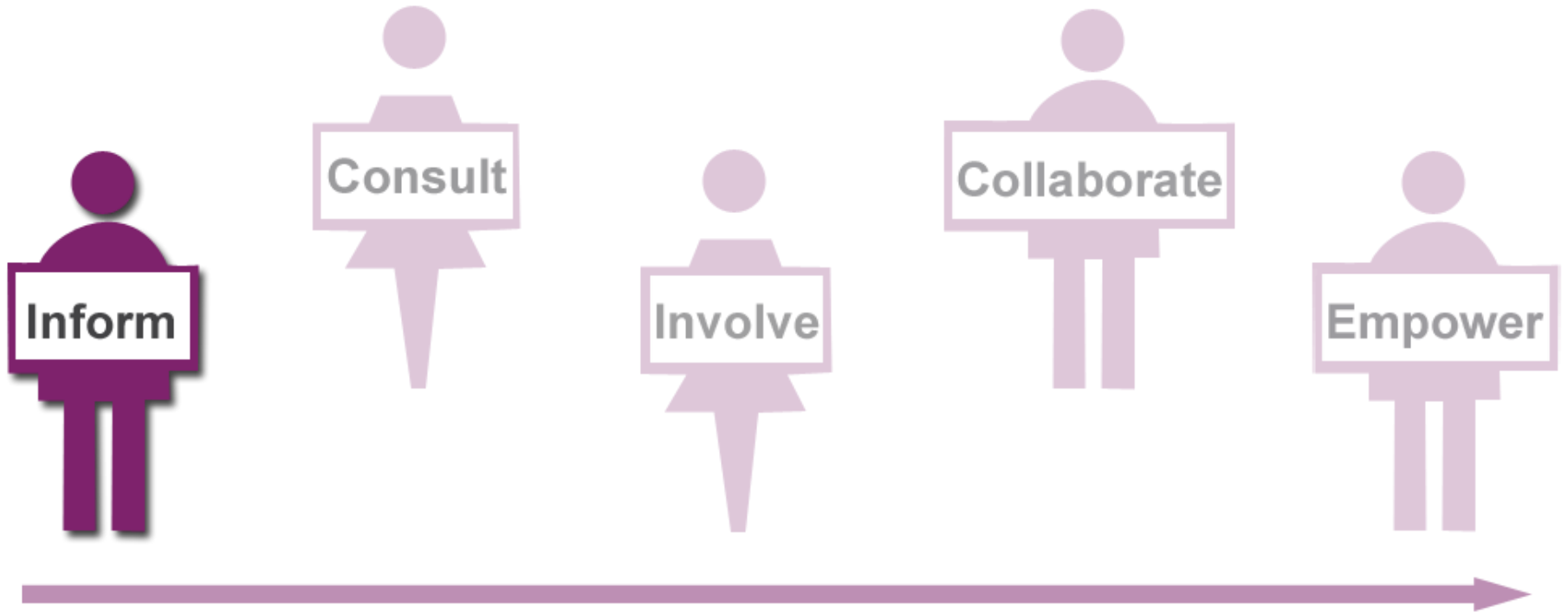
Values-Based

Spectrum of Engagement



Goal:
Promise to Public:
Techniques:

Spectrum of Engagement

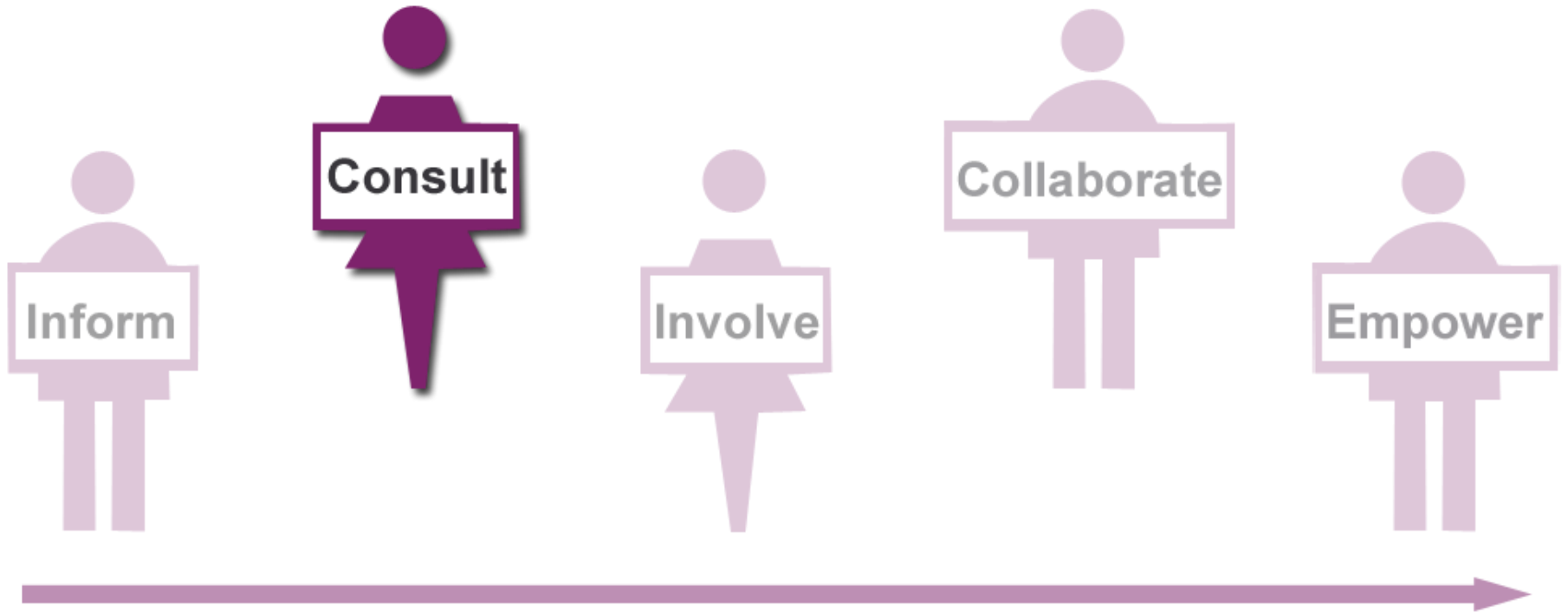


Goal: To provide the public with balanced and objective information

Promise: We will keep you informed

Techniques: Websites, Open Houses

Spectrum of Engagement

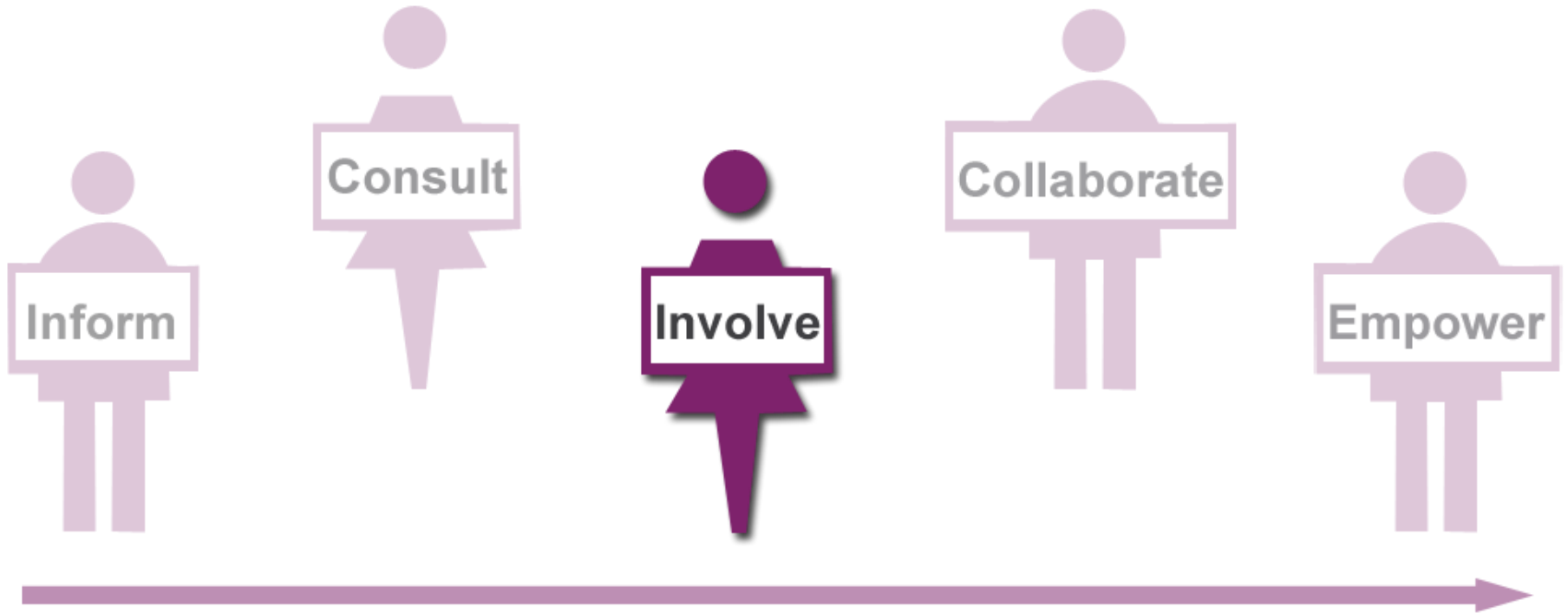


Goal: To obtain public feedback on alternatives and/or decisions

Promise: Keep you informed, listen and acknowledge your concerns, provide feedback on how public input influenced the decision

Techniques: Focus Groups, Public Meetings

Spectrum of Engagement

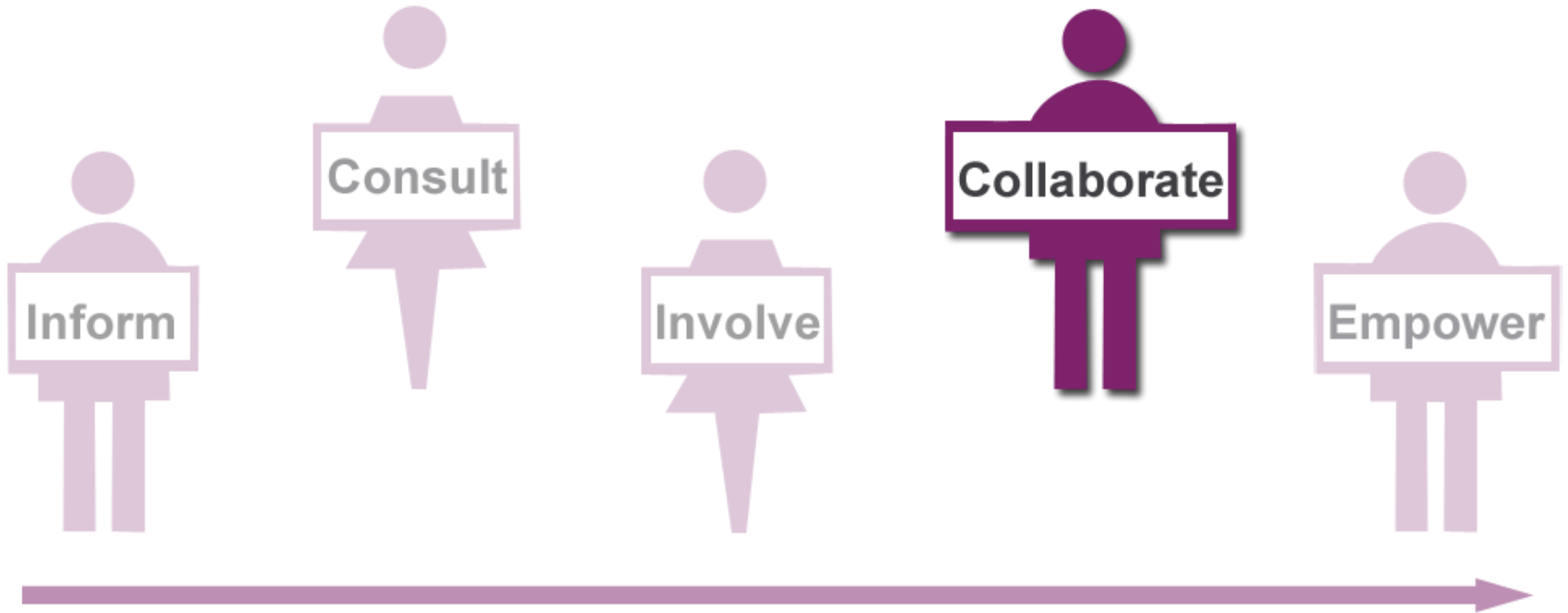


Goal: To work directly with the public throughout the process to ensure that public concerns are understood and considered

Promise: Work with you to ensure your concerns are reflected in alternatives and provide feedback on how public input influenced the decision

Techniques: Workshops, World Cafe

Spectrum of Engagement

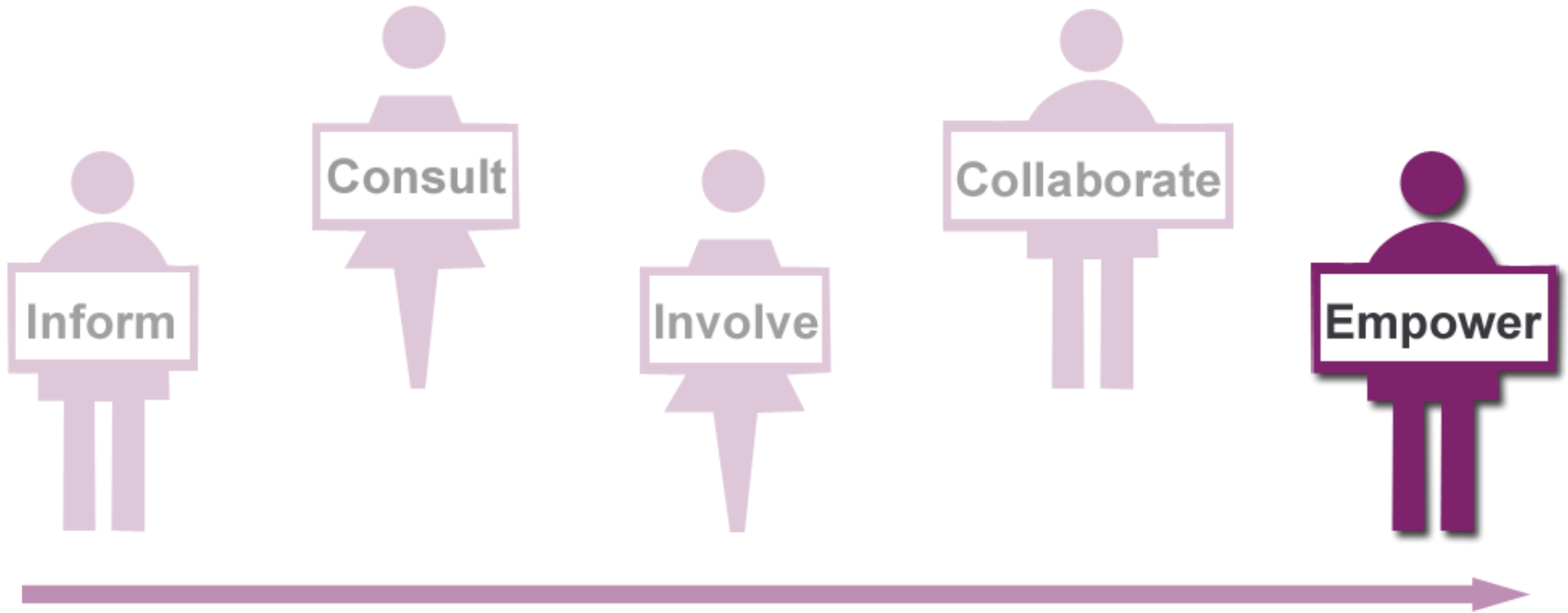


Goal: To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution

Promise: Look to you for advice in forming solutions and incorporate your recommendations into decision

Techniques: Advisory Committees, Appreciative Inquiry

Spectrum of Engagement



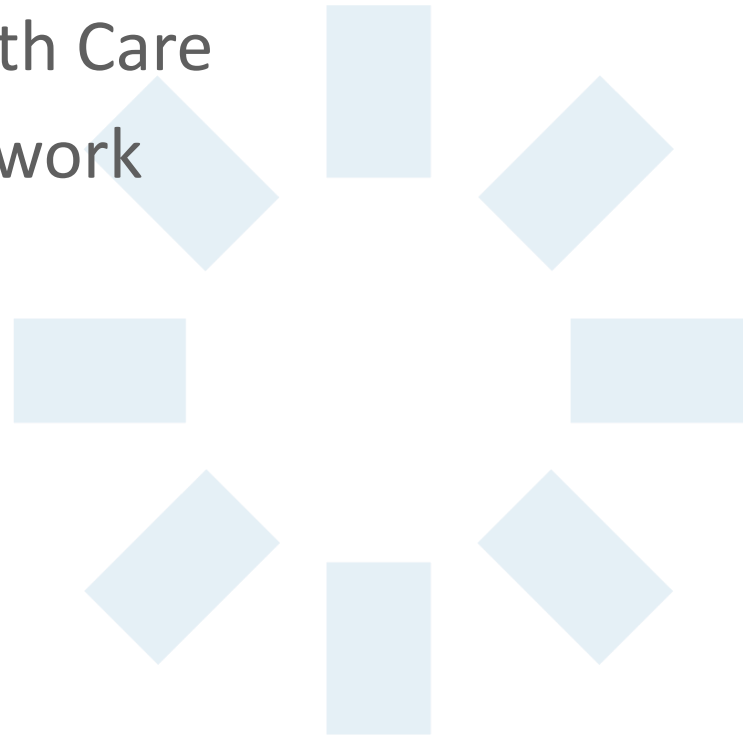
Goal: To place final decision-making in the hands of the public

Promise: Will implement what you decide

Techniques: Voting, Citizen Juries

Successful Patient Engagement

Margot Wilson, Providence Health Care
Delia Cooper, Patient Voices Network



Background

- In 2010, Providence Health Care partnered with the Shared Care Committee in collaboration with Vancouver Coastal Health to:
 - Facilitate collaboration between specialists and family physicians (FPs) to improve and transform care for patients with complex chronic conditions.
 - Support and maintain the locus of care for chronic disease management in the community.

Focus of Work

- Increase **access** to specialists.
- Improve **continuity of care**.
- Improve **communication**, between care providers.
- Develop processes that are **adaptable** to various settings.
- Enhance shared care at key patient **transitions**.
- **Patient focused** approach.
- **Evaluate** the impact of tools and prototypes.

Strategic Workflow

Pre Referral Process

Rapid Access to
Consultative Expertise
RACE

Referral Process

Referral Process

Patients as Partners

Trigger for Re-Referral

Consult Process

Shared Care Plans

Compacts

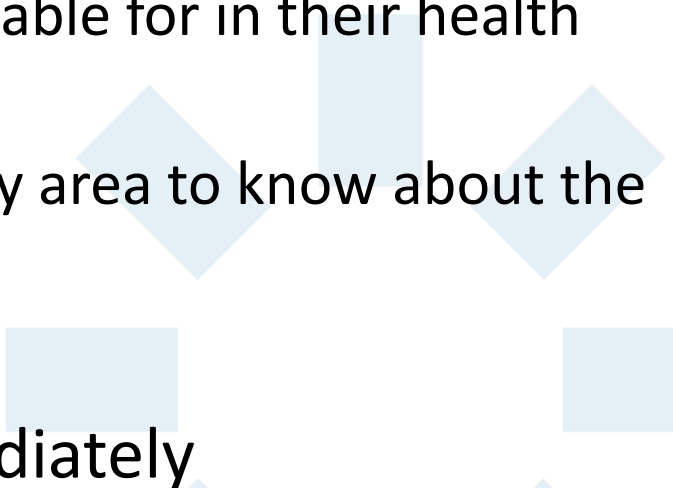
Unattached Patient
Strategy



Starting out

- Will it change the dynamic?
- Where will we find the patients?
- Will the patient voice be heard?
- What are our expectations of the patient representatives?

Added Value

- Understanding what is really important to the patient
 - Copy of consults
 - Ability to book appointments directly with specialist
 - What patients want to be accountable for in their health care journey
 - What is important for the specialty area to know about the patient before they arrive
 - Ability to change practice immediately
- 

Feedback from a patient partner

“Just having us in the room makes everyone aware of the focus of it, not just the duties and administration, but more about what is best for the patient.”



PVN Patient Partner

Successes in the Shared Care Program from the Patient Perspective

Communication in all areas:

- Referrals to specialists
- Clarity for patients
- Consults
- Support for complex chronic diseases (RACE)
- System acknowledgement of patient realities
- Emergency access
- Hospital communications



Patients Voices Network and the Shared Care Program from the Patient Perspective



Highlights:

- Canadian Medical Association's Multi-stakeholder Summit – "Time for Change: Referral and Consultation Process" - Ottawa, December, 2011
- National Health Leadership Conference – "Leading the Best: New ideas, New thinking" – Halifax, June, 2012
- Health Council of Canada's National Symposium – "Advancing Integrated Health Care: Practices that Work" – Toronto, October, 2012
- Shared Care Partners for Patients – "Collaboration in Action: Showcasing Shared Care in BC" – Vancouver, October, 2012

Patients Voices Network & Shared Care Program from the Patient Perspective

Challenges:

- Ensuring the patient voice is heard
- Ensuring the patients are an equal partners in the meetings
- Ensuring the patient partners have adequate notice of meetings
- Ensuring there is an appropriate environment, venue and food to accommodate the needs of patients with disabilities or chronic diseases



Patients Voices Network and the Shared Care Program from the Patient Perspective

Learnings:

- Patient Voices Network
 - tremendous background support
 - briefings, debriefings
 - participation only to the level that the patient is comfortable
- Shared Care Committee
 - welcoming
 - appreciative
 - very supportive
 - exciting opportunities



Checklist for planning patient engagement

Patient Voices Network: 10 Questions to Ask Before You Get Started

You are planning to engage patients as partners in your work. It's an exciting step. If you would like to discuss the options for patient engagement or learn more about what strategies you might consider, the Patient Voices Network is available to have those preliminary discussions with you. As part of your planning, here is a list of ten key questions to answer before you get started to ensure a positive and sustainable experience for your organization and the patients.

- 1. What is your aim in engaging patients?**
It is helpful to write your aim on paper to make sure everyone is clear on the main objectives i.e. what are you trying to accomplish by engaging patients?
- 2. How will you know if you are achieving your aim?**
I.e. what measures will you use to assess/evaluate the engagement?
- 3. What role will the patients play?**
Using the spectrum of engagement as a guide, where does this placement fall. E.g. inform, consult, collaborate, etc. (See the International Association of Public Participation website www.IAP2.com for more information)
- 4. What is the best mechanism to achieve your aim?**
For example, do you need a focus group, a survey, a patient speaker, patients on a committee, etc? PVN can assist you in answering this question.
- 5. How many patients do you need to engage and when?**
This will depend on your previous answers. PVN always recommends a minimum of 2 patients, and to engage the patients as early as possible in the process and planning.
- 6. Who are you looking for?**
Give thought to patient specifications such as demographics (age, cultural background, gender), geographic region of the province, specific health conditions or experience with particular aspects of the health care system.
- 7. Who will support the patients within your organization?**
An internal point person should be designated as the patients' liaison regardless of the mechanism you are using to deal with questions or concerns, provide background information and to ensure materials are accessible and in plain language.
- 8. What resources do you have available to support patient engagement? (E.g. can you pay for travel, parking, childcare, meals, etc?)**
PVN does not recommend honoraria or payment except out-of-pocket expenses.
- 9. How and when will you evaluate the experience/engagement from your own and the patient point of view? (E.g. surveys, interviews, de-briefs, etc.)**
- 10. How will you record and share the learning/experience with your colleagues and perhaps the broader community too?**

Patient engagement can transform the way you do business. What you learn can benefit the whole health care system in BC.

PatientVoices[®]

NETWORK

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