



Canadian Foundation for  
**Healthcare  
Improvement**



Fondation canadienne pour  
**l'amélioration des  
services de santé**

# Patient Engagement across Canada: initiatives worth sharing



Conference of the MUHC-ISAI, October 3, 2014

Accelerating healthcare improvement  
Accélérer l'amélioration des services de santé

[cfhi-fcass.ca](http://cfhi-fcass.ca)



# Canadian Foundation for Healthcare Improvement (CFHI)

## Our Mission

Accelerating healthcare improvement and transformation for Canadians

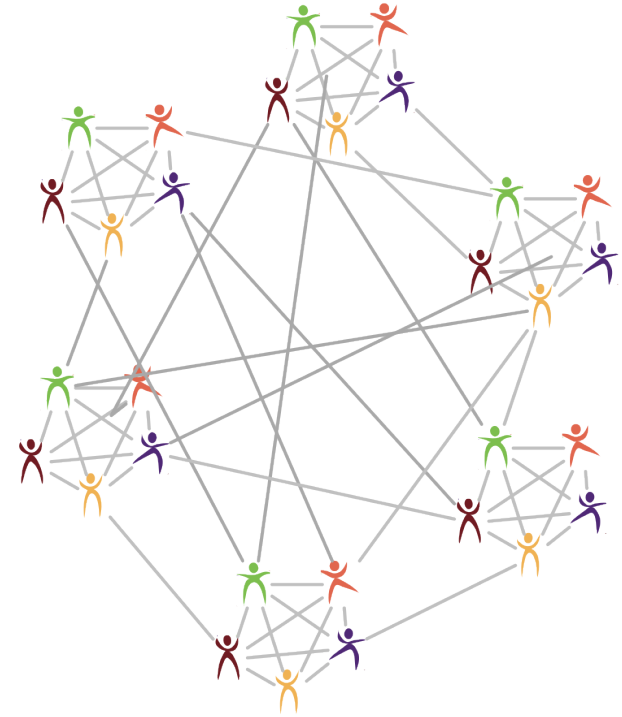
## Our Goals

- Healthcare Efficiency
- Patient- & Family-Centred Care
- Coordinated Healthcare



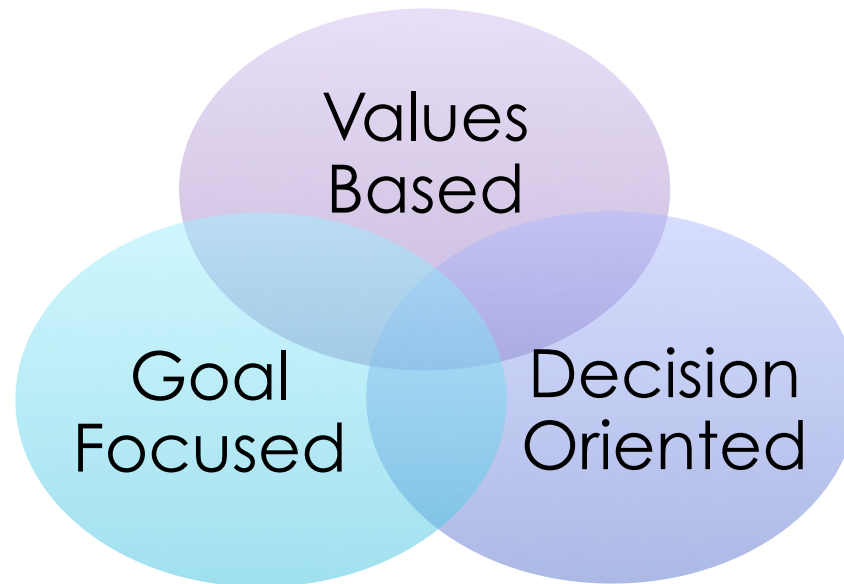
# Supporting Patient Engagement across Canada - lessons learned

- What is it?
- Why does it matter?
- How is it done?



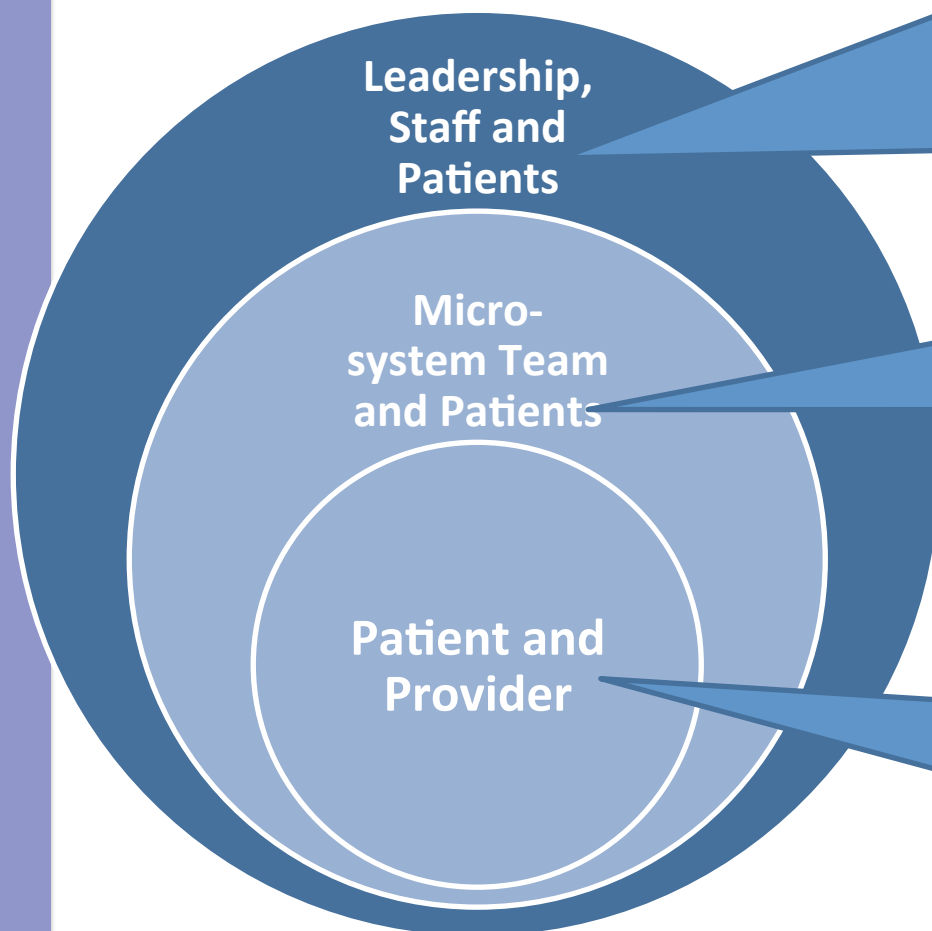


# 3 Foundations of Meaningful Engagement





# Three Levels of Patient Engagement



## **A Culture of Engagement** Engagement of leadership, staff and patients:

- Patient engagement is included in the organization's strategic plan at the corporate level; is linked to quality and safety, patient and staff experience; and is translated into action at the program level.
- Patients and families are woven into all activities of the organization.
- No decision is made that doesn't involve patients and families.

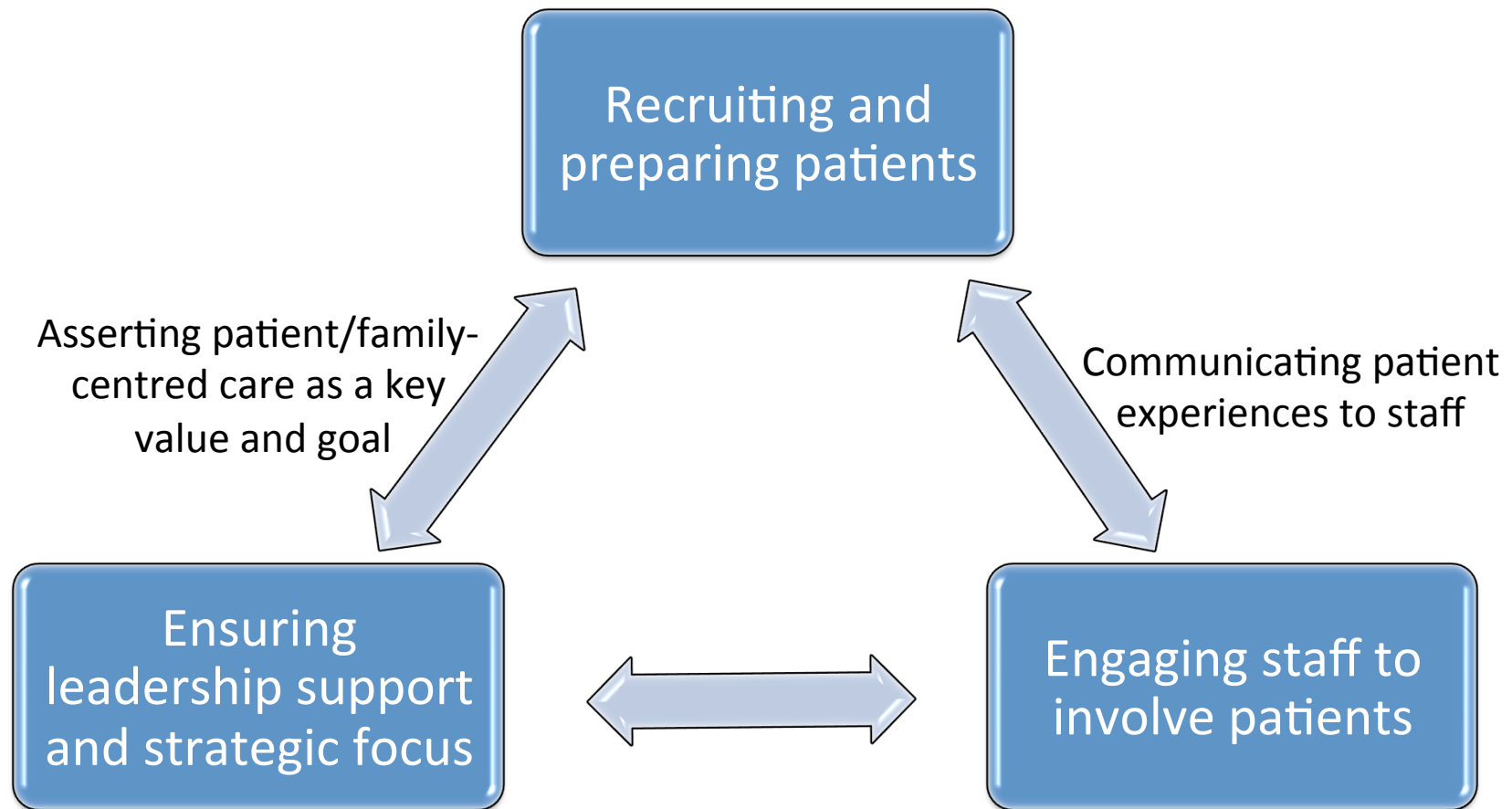
## **Program Planning and Quality Improvement:**

Patients and families are engaged in the planning, delivery, improvement and evaluation healthcare

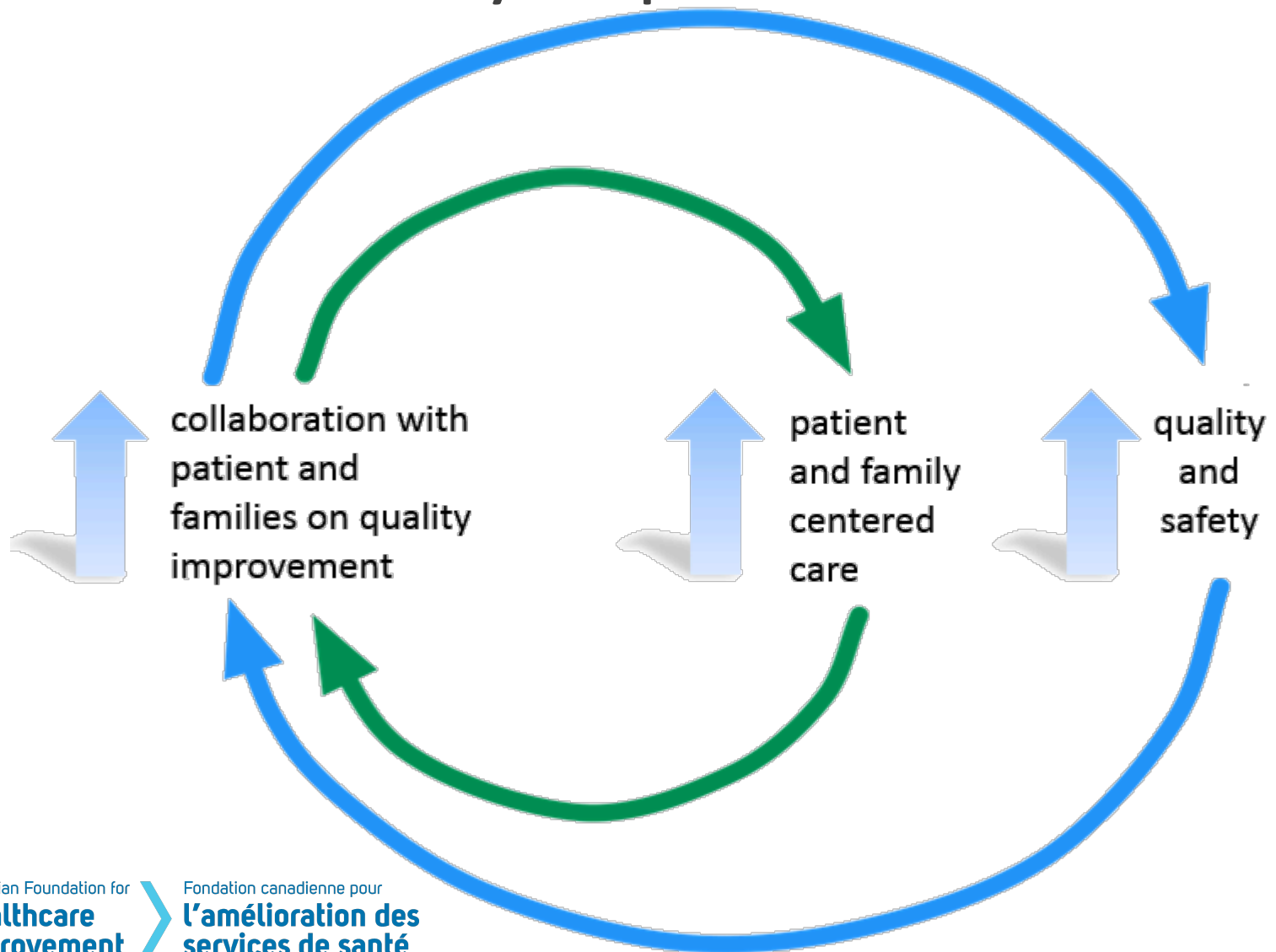
## **Shared Decision-making and Self-management:**

Patients are engaged by their healthcare provider in shared decision making and self management .i.e. their own treatment

# The triology: leadership, staff and patients



# Partnering with Patients and Families for Quality Improvement



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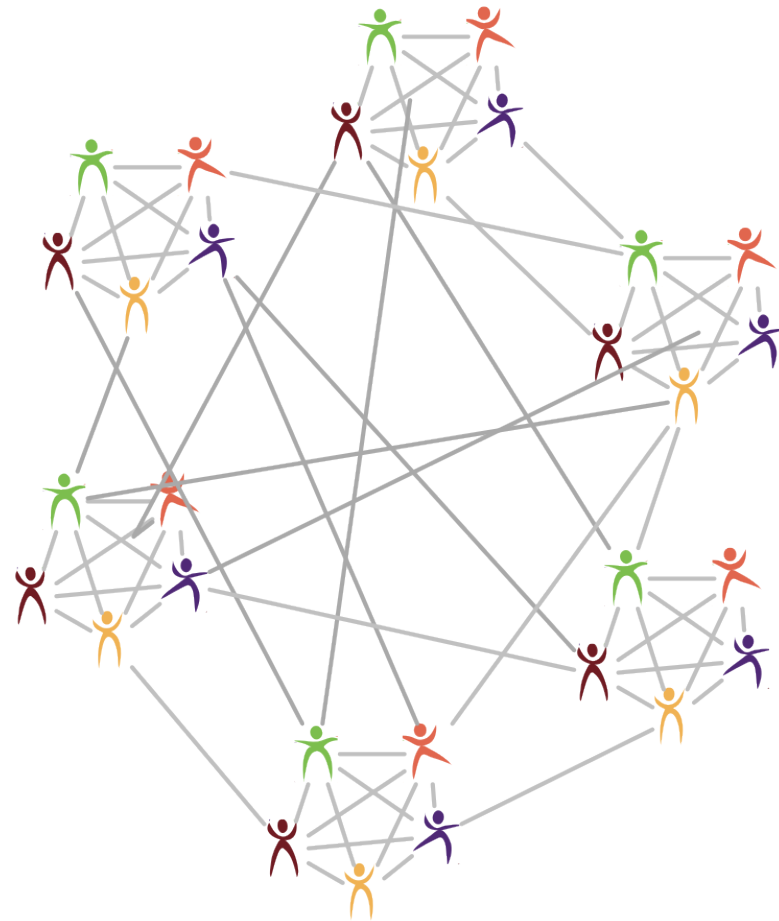


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# The Difference Engagement Makes

- Improvements to engagement
- Improvements to quality (patient experience)

PFCC	17
Efficiency	15
Coordination	6
Equity	5
Effective & Appropriate	4
Safety	2
Access	1
Pop. Health	1

- Organizational impacts



Jennifer Rees, Executive Director of Engagement and Patient Experience, Alberta Health Services and Roger McAdam, Co-Chair, Patient/Family Advisory Group, Alberta Health Services

(left to right) Stephen Samis, Vice-President, Programs, CFHI, Marc Garneau, Member of Parliament, Patricia O'Connor, Director of Nursing and Chief Nursing Officer, McGill University Health Centre, and assistant professor in the Ingram School of Nursing at McGill and Mario Di Carlo, Patient Representative.

Patient and Family Engagement:

## Putting Patients at the Centre of Care



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August 2014

## EVIDENCE BOOST: A REVIEW OF RESEARCH HIGHLIGHTING HOW PATIENT ENGAGEMENT CONTRIBUTES TO IMPROVED CARE

G. Ross Baker, Ph.D.

Institute of Health Policy, Management and Evaluation  
University of Toronto

Improving patient experience and incorporating patient input into the design of healthcare services have emerged as critical priorities for many healthcare systems but progress has been limited. Greater engagement of patients and families in organizational roles and care teams has helped a number of healthcare organizations to improve quality, safety and patient experience. Insights from exemplar organizations suggest broader opportunities to improve health system performance. This brief provides a context and summary of research findings on case studies of patient engagement for health system improvement across organizations in four countries.

### Background

Patient-centered care was identified as one of the six core goals for United States healthcare in the seminal Institute of Medicine report, *Crossing the Quality Chasm*,<sup>1</sup>

*Emerging evidence does suggest that patient and family engagement translates into patient and organizational improvements (primarily in the areas of safety and effectiveness) but the mechanisms that*



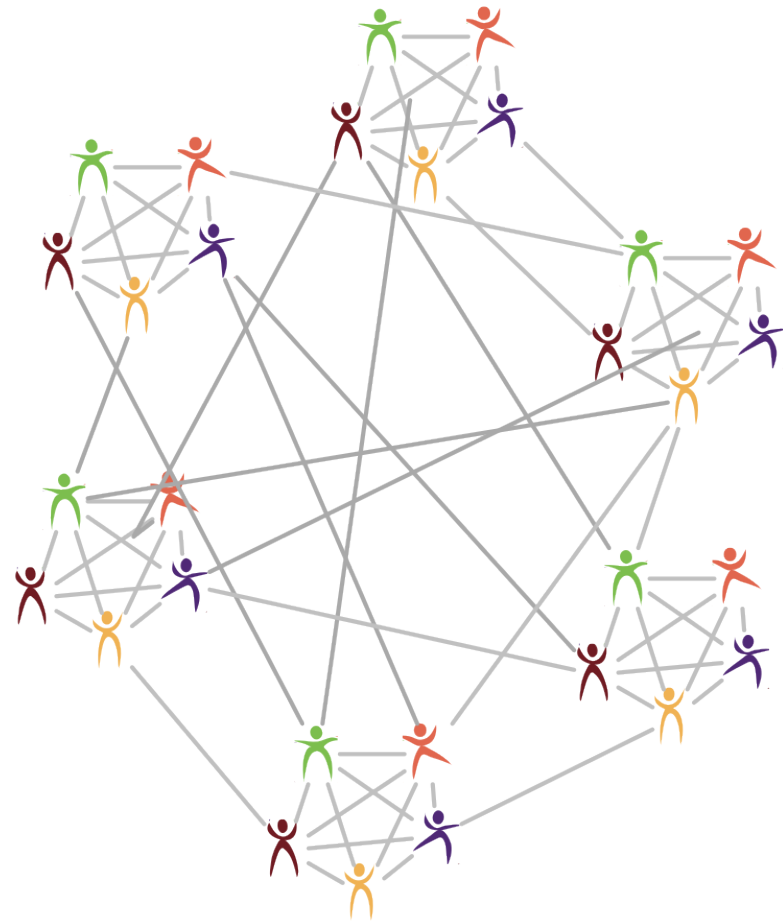
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## Principles of Patient and Family Centred Care

### Respect and Dignity



Honouring patient beliefs, values and choices

### Information Sharing



Providing complete and unbiased information

### Participation



Encouraging and enabling participation and decision making

### Collaboration



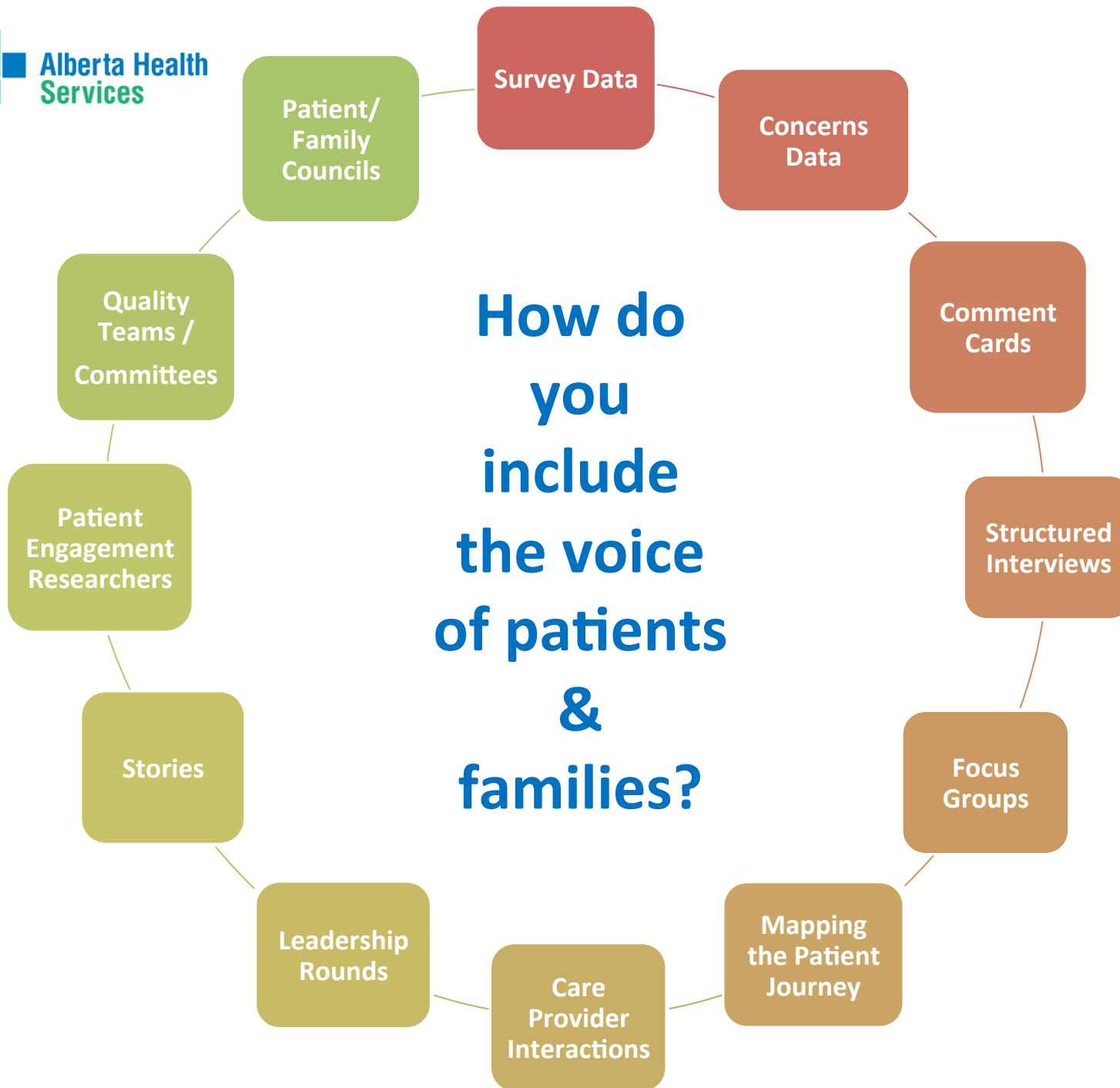
Partnering at all levels of service planning

## IAP2 Spectrum of Engagement – Goals and Promises

Where on this spectrum would you like to engage with volunteer Patient/Family Advisors?

On-board Patient & Family Advisors through AHS Volunteer Resources at this level.

	Inform	Consult	Involve	Collaborate	Empower
AHS Goal	Provide information	Get feedback	Understand and consider your concerns	Partner in all aspects of the decision	Patients/Families make the final decision
Promise to Patients and Families. We will...	Keep you informed	Listen and report back	Include your input and report back	Seek ongoing advice, incorporate advice to the maximum extent possible, and report back	Implement what you decide





# Resources – Patient Engagement Resource Hub



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- Implement
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Source :

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### **A Checklist for Attitudes About Patients and Families as Advisors**

"Use this tool to explore attitudes about patient and family involvement in their own health care and as advisors and/or members of improvement and redesign teams. It can be used for self-reflection and as a way to spark discussion among staff and physicians before beginning to work with patients and families as members of advisory councils, and quality improvement, policy and program development, and health care redesign teams."

**Source :** Institute for Patient- and Family-Centered Care

**Stage:** Assess

**Language Availability :** English

### **A Guide to Capturing and Using Patient, Public and Service User Feedback Effectively**

This resource serves to provide a simple guide to different methods for collecting feedback, as well as fine-tune case studies and useful resources for all who want to adopt a more systematic

# Patients bring the energy for change



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