

Accelerating Healthcare Improvement  
Accélérer l'amélioration des services de santé

# ***BUILDING CAPACITY TO LEAD QUALITY IMPROVEMENT WITH PATIENT PARTNERS***



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# Today's objectives

- Explore the relationship between patient engagement, patient-centered care and quality improvement
- Discuss leading practices in engaging patients, families, and caregivers as partners in care design
- Consider ways to get started

# Canadian Foundation for Healthcare Improvement (CFHI)

## Our Mission

**Accelerating healthcare improvement and transformation for Canadians**

## Our Goals

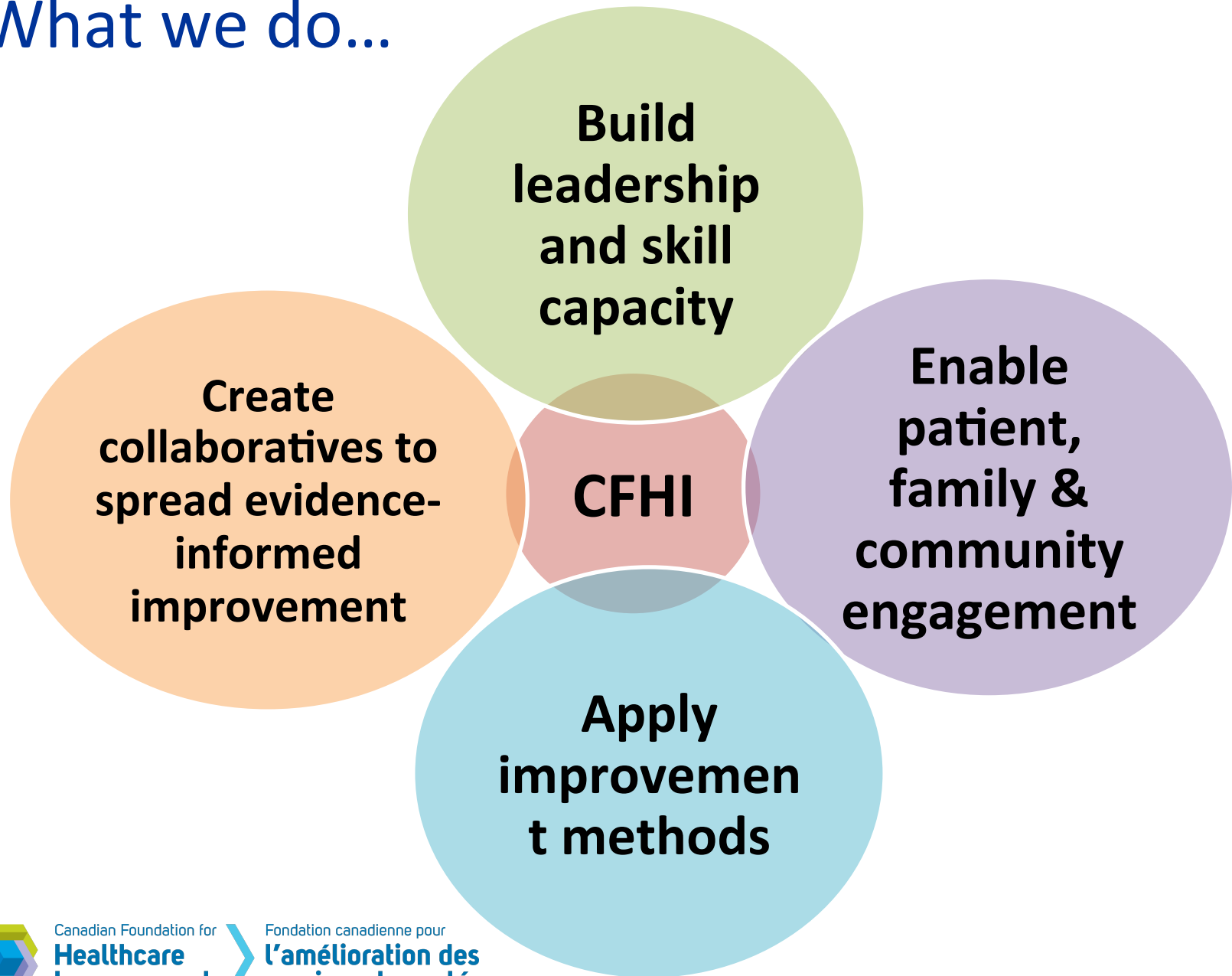
- **Healthcare Efficiency**
- **Patient- & Family-Centred Care**
- **Coordinated Healthcare**



# CFHI's Six Levers For Accelerating Healthcare Improvement™



# What we do...







# Patient Engagement

Patient engagement is the involvement of patients and/or family members in decision-making and active **participation in a range of activities** (e.g. planning, evaluation, care, research, training, and recruitment).

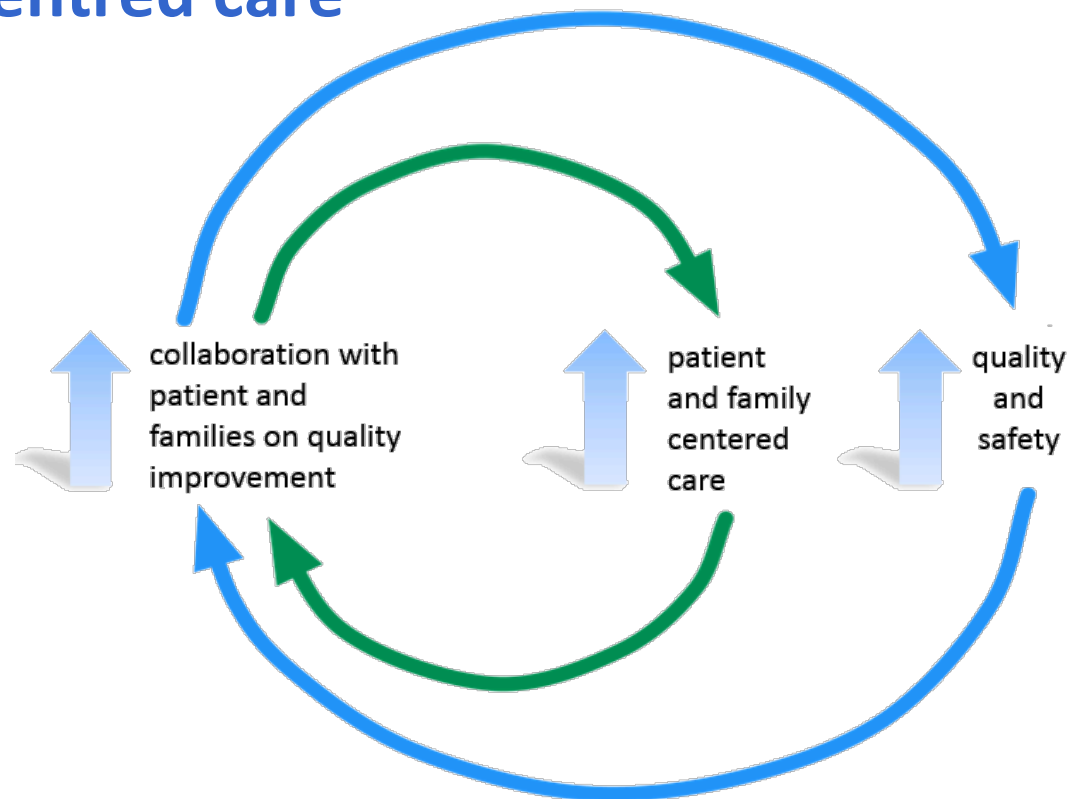
Starting from the premise of **expertise by experience**, patient engagement involves collaboration and **partnership** with professionals.

Adapted from Tambuyzer A, Pieters G, Van Audenhove C, “Patient involvement in mental health care: one size does not fit all,” *Health Expectations*, (2011): 5.



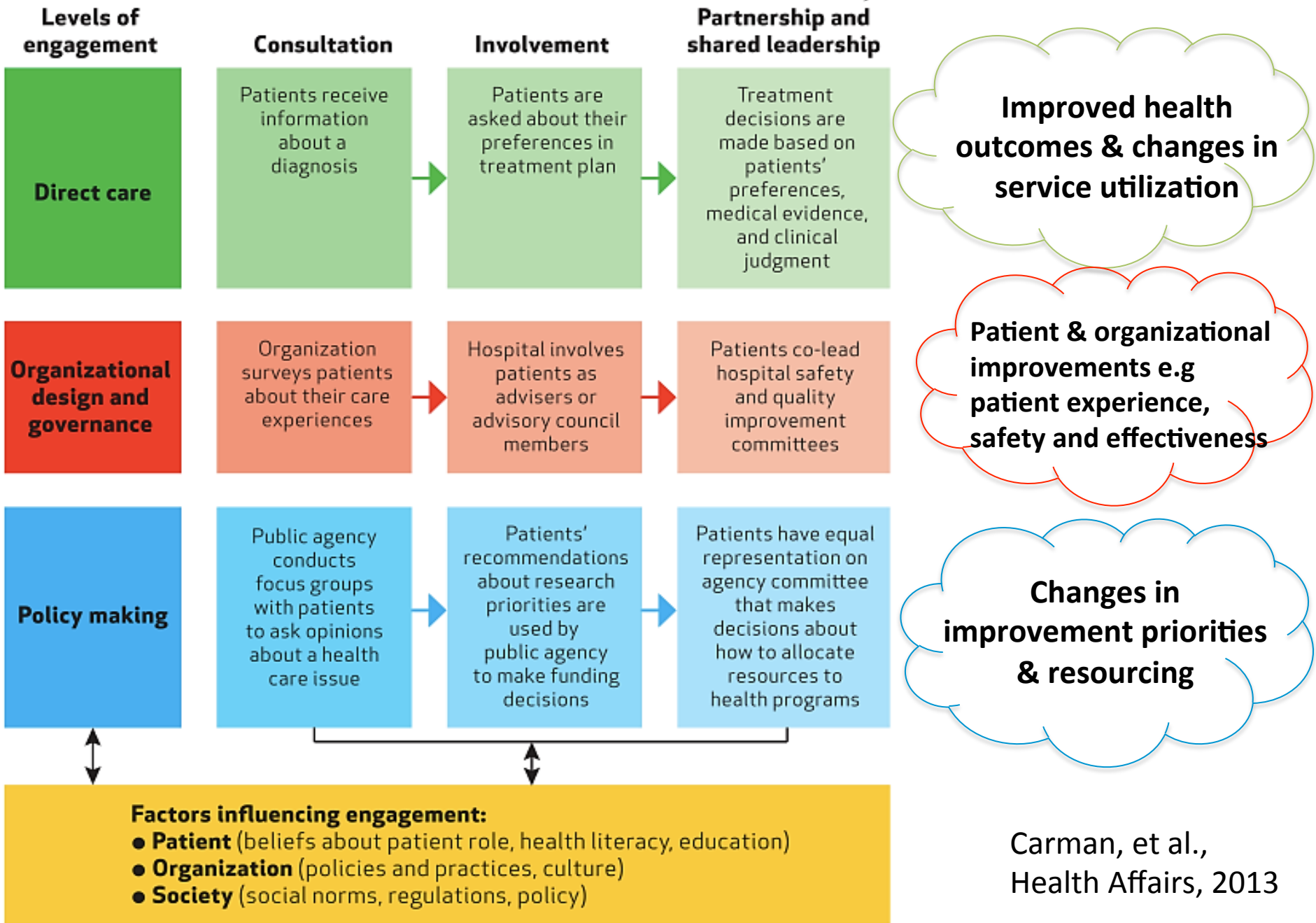
3 inter-related concepts =  
an important lever for quality improvement

- i. Patient experience
- ii. Patient- and family-centred care
- iii. Patient engagement





**Continuum of engagement** →



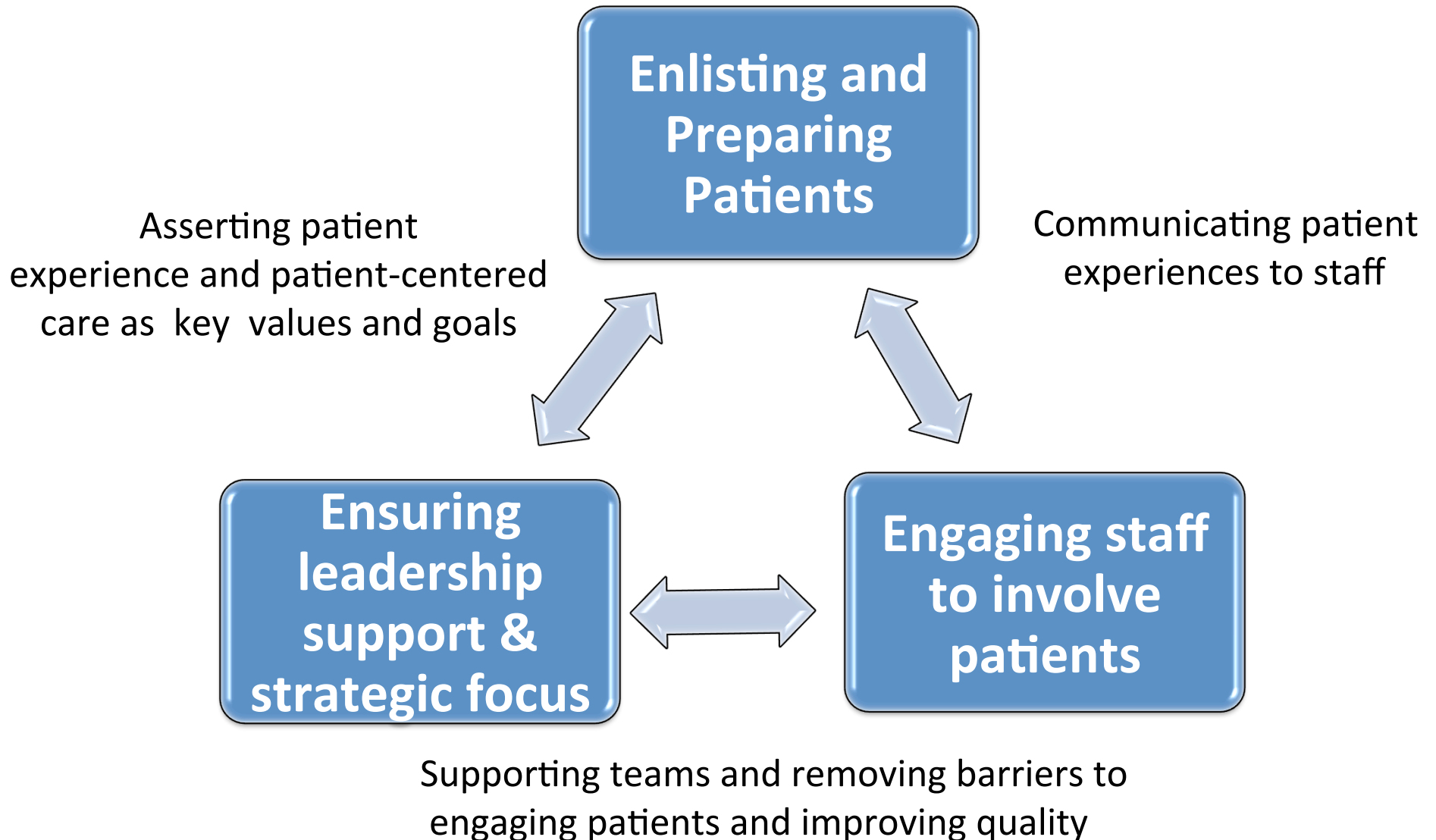
Carman, et al.,  
Health Affairs, 2013

# Reflection Question

- Where is your organization on the Carman continuum?
  - **CONSULT:**
    - ✓ We survey patients about their care experiences
  - **INVOLVE:**
    - ✓ Formal roles and opportunities for patients to advise (e.g. patient experience advisors)
    - ✓ Patient and family advisory council(s)
  - **PARTNER:**
    - ✓ Patients co-lead committees (e.g. QI committee)



# Engagement Capable Environments: leadership, staff and patients





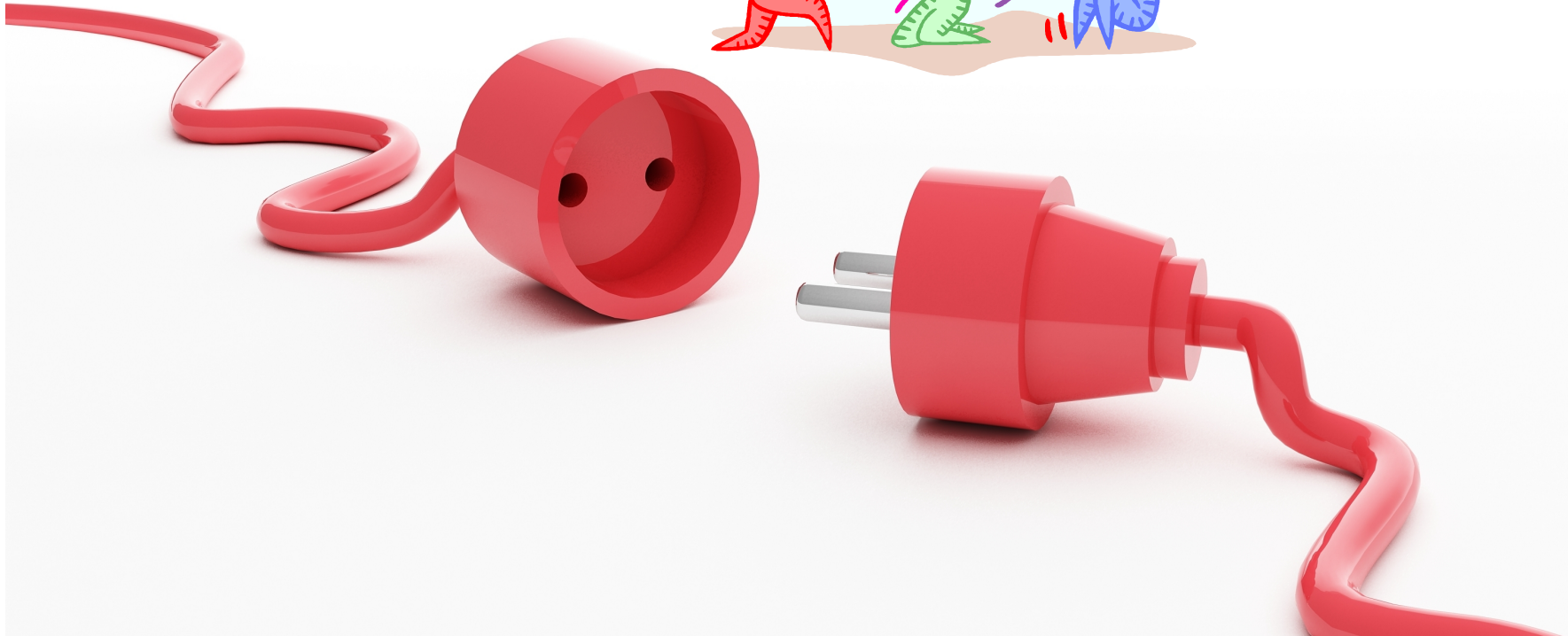
# *Partnering with Patients and Families for Quality Improvement: A CFHI collaborative*



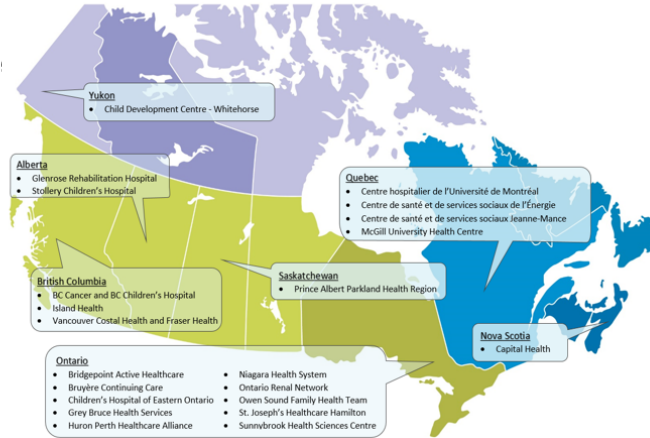
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**22** Collaborative Teams  
**11** Faculty Members  
**17** Expert Coaches



## Top 4 Domains of Quality

(identified by teams):

\*many teams are measuring multiple domains of quality

- **95%** Patient Experience
- **23%** Coordination of Care
- **50%** Effectiveness and Appropriateness
- **23%** Patient Safety



**Aim:** To build capacity and enhance organizational culture to partner with patients and families in order to improve quality across the healthcare continuum.

## Care Environments

- 7 Primary care & community care
- 4 Rehabilitation or Continuing care
- 9 Acute care: 7 adult & 2 pediatric
- 2 Mix of acute care & cancer agencies

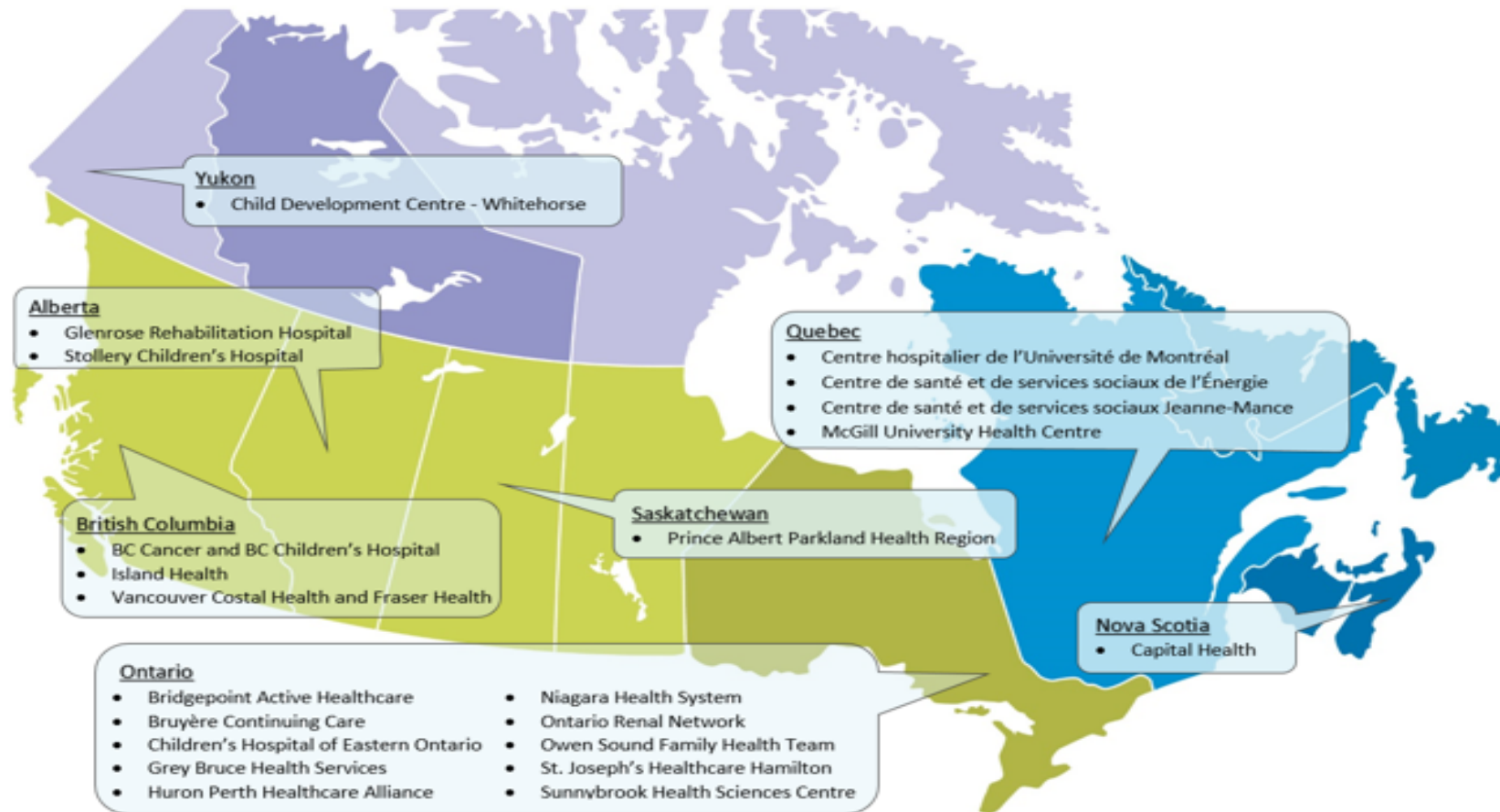


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# An Inside Look at the 22 Teams





# How are patients engaged to effect improvement?

## Consultation roles

- Patient and Family Advisory Forums/Councils

## Co-design

- Short term/Episodic:
  - Kaizen events, Quality Improvement teams for specific issues
- Long term/Continuous:
  - Included as members of ongoing Governance structures (MUHC)
  - Providing peer support as part of interdisciplinary care team (CHUM)



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# 7 Key Attributes of Engagement-Capable Environments

1. Courageous, cohesive leadership who *“walk the talk”*
2. Recruitment of patient advisors with clear roles & responsibilities, at all levels of decision-making
3. Creation of mutual learning environment for patient advisors, staff and physicians
4. Coaching & facilitation support
5. Continuous feedback loops & outcome measurement, including smart use of technology
6. Resources
7. Government leadership & collaboration

# Is the team ready?





# Patient Engagement Resource Hub

Looking for tools and resources to support you  
on your patient engagement journey?

Start at the Patient Engagement Resource Hub!

**Our online resources can help** at the stages of assessing,  
designing, implementing or evaluating your initiative.

For more information:

[www.cfhi-fcass/PatientEngagementResourceHub](http://www.cfhi-fcass/PatientEngagementResourceHub)



# Your Call to Action

- Commit to bring the patient voice into improvement work
- Share one thing you might do next week to support partnerships with patients and families for improvement



*Thank you!*  
*Merci beaucoup!*

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# Resources and References

## Continuums of engagement

- IAP2 Spectrum of Participation  
[http://c.ymcdn.com/sites/www.iap2.org/resource/resmgr/Foundations\\_Course/IAP2\\_P2\\_Spectrum.pdf](http://c.ymcdn.com/sites/www.iap2.org/resource/resmgr/Foundations_Course/IAP2_P2_Spectrum.pdf)
- Patient and family engagement: a framework for understanding the elements and developing interventions and policies. Kristin L. Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Bechtel, Jennifer Sweeney. Health Aff (Millwood) 2013 February; 32(2): 223–231. doi: 10.1377/hlthaff.2012.1133.  
<http://content.healthaffairs.org/content/32/2/223.long#content-block>
- Bate P, Robert G. Experience-based design: from redesigning the systems around the patient to co-designing services with the patient. Qual Saf Health Care. 2006;15:307–10. doi: 10.1136/qshc.2005.016527.  
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2565809/>

# Resources and References

## **Patient and Family Centered care**

- [Institute for Patient- and Family-Centered Care \(IPFCC\)](#)
- [Planetree](#)
- [Institute for Healthcare Improvement \(IHI\)](#)
- [The Beryl Institute](#)
- <http://www.kingsfund.org.uk/projects/pfcc>
- [The Puckett Institute \(Carl Dunst\)](#)

## **Transitions in Care: Australian Commission on Safety and Quality in Healthcare: Engaging Patients in Communication at Transitions of Care**

- Link to the Report:  
<http://www.safetyandquality.gov.au/wp-content/uploads/2015/03/Engaging-Patients-in-Communication-at-Transitions.pdf>
- Link to The Commission's Patient-Clinician Communication Program:  
<http://www.safetyandquality.gov.au/our-work/clinical-communications/patient-clinician-communication/>



# Resources and References

## Meaningful and successful engagement

- FCASS Plateforme de ressources sur la participation du patient
- CFHI key ingredients briefs <http://www.cfhi-fcass.ca/WhatWeDo/PatientEngagement.aspx>
- Coulter, A (2012): Leadership for Patient Engagement King's Fund.  
<http://www.kingsfund.org.uk/sites/files/kf/leadership-patient-engagement-angela-coulter-leadership-review2012-paper.pdf>
- EBCD toolkit: <http://www.kingsfund.org.uk/projects/ebcd>
- Resources to support patient and family engagement  
<http://patientfamilyengagement.org/resources>
- Agency for Healthcare Research and Quality (AHRQ): Guide to Patient and Family Engagement in Hospital Quality and Safety
- <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html>
- Leadership for Safety “How To” Guide” guide: Using Patient Stories with Boards. <http://www.patientsafetyfirst.nhs.uk/Content.aspx?path=/interventions/Leadership/>
- Bring it on - 40 ways to support Patient Leadership. NHS Midlands and East. <http://centreforpatientleadership.com/aboutus/ourclients/>