

THE OFFICE OF COLLABORATION AND PATIENT PARTNERSHIP:

Building together...

Partnering with patients in health and social services

DEVELOPMENT, USE AND EVALUATION OF THE OCPP RESOURCES

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Office of Collaboration and Patient Partnership, Faculty of Medicine

MUHC-ISAI, October 30, 2015



Mission and goals of the OCPP

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Faculté de médecine



Université
de Montréal

- *Transform the preconceptions and practices that underpin the relationship between patients and providers in the health system in order to foster compassion, dignity, mutual respect and shared responsibility, based on a recognition of interdependencies and complementary knowledge.*
- *Equip, train and support patients and providers in the implementation of this new relational model.*
 - *In health care, teaching and research settings*

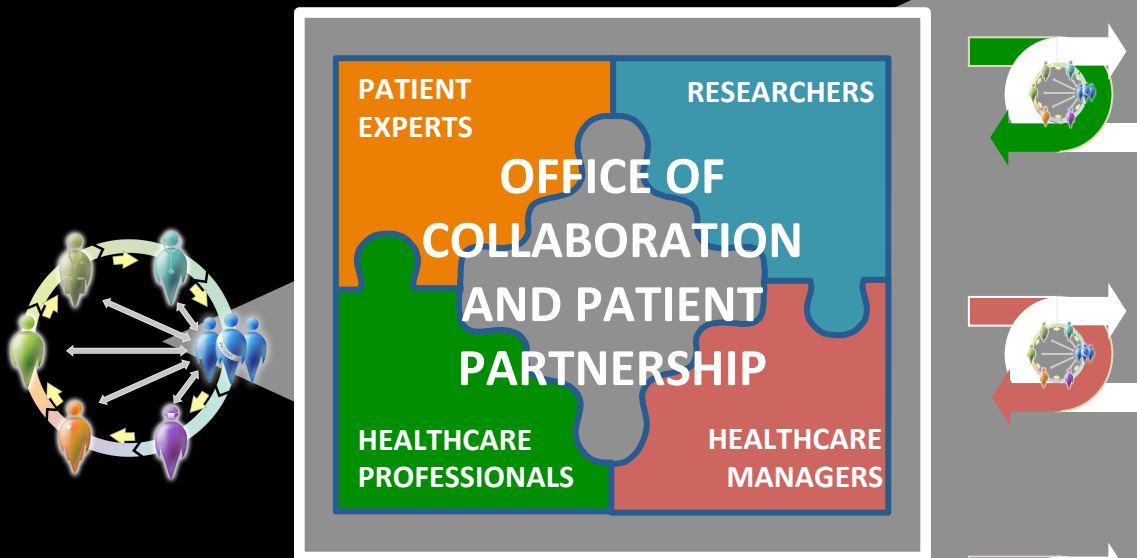
Office of Collaboration and Patient Partnership

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**CO-LED BY A DOCTOR
AND A PATIENT**



PARTNERSHIP IN EDUCATION

- TRANSFORMATION OF CURRICULA
- STUDENT TRAINING
- STUDENT MENTORING

PARTNERSHIP IN CARE

- QUALITY IMPROVEMENT
- HEALTHCARE GOVERNANCE
- BETTER PUBLIC POLICIES

PARTNERSHIP IN RESEARCH

- RESEARCH DIRECTIONS
- PROJECT GOVERNANCE
- TRANSLATIONAL RESEARCH

**DEDICATED TO CO-
CONSTRUCTION AND
INNOVATION**

Accomplishments 2010-2015

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- **30 health and social service establishments** in Québec supported in their patient partnership efforts
- **1,400 students/cohorts/year in 14 health and psychosocial science programs at the Université de Montréal** trainees over 3 years in collaborative practices in partnership with patients and families (CSS 1900, 2900, 3900)
- **8 CIHR networks** supported in their implementation of a patient partnership strategy
- **Canada Research Chair** on partnering with patients and the public

Accomplishments 2010-2015 (continued)

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- **30,000 health and social services professionals and managers** sensitized to the notion of patient partnership across Québec, North America and Europe.
- **350+ patients recruited, trained and supported** as patient partners, trainers, coaches and mentors
- **75+ knowledge translation tools** on partnership in health care
- **20+ publications** on patient partnership

**SPRING 2016: opening of
THE SCHOOL OF HEALTHCARE PARTNERSHIP**

Continuous improvement in the quality of patient partnership in care and service design

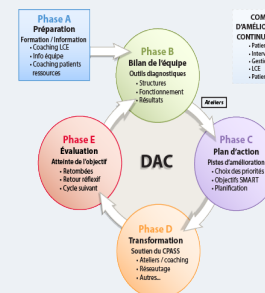
6 Regions	19 establishments (29 teams)
Lanaudière	<ul style="list-style-type: none"> CSSS-Sud de Lanaudière (SAD-UMF)
Laurentides	<ul style="list-style-type: none"> CSSS-Antoine Labelle (UMF-CHSLD) CSSS-T-de-Blainville (réadaptation intensité variable) CSSS St-Jérôme (cancer)
Laval	<ul style="list-style-type: none"> CSSS-Laval (diabétologie)
Mauricie-Centre du Qc	<ul style="list-style-type: none"> CSSS-Énergie (soutien à domicile; santé mentale) CSSS Trois-Rivières (cancer)
Montérégie	<ul style="list-style-type: none"> CSSS Pierre-Boucher (hébergement; santé mentale) CSSS Champlain Charles-Le Moyne (cancer)
Montréal	<ul style="list-style-type: none"> CHUM (procréation assistée; santé mentale; cancer du sein, cancer thyroïde) HMR (santé mentale; cancer du sein; maladies inflammatoires intestinales; greffe de cellules hématopoïétiques) HSJ (greffe de cellules hématopoïétiques, néonatalogie) HSC (gériatrie hospitalière; hémodialyse) CSSS-Jeanne Mance (CHSLD) CSSS-Sud-ouest-Verdun (CRi Verdun) CRi Plein Ciel CSSS St-Léonard – St-Michel (CHSLD) Hôpital chinois (CHSLD) Centre Cardinal (CHSLD)

PRIMARY CARE

SPECIALIZED CARE

REHABILITATION

PATIENTS OF ALL AGES (20 to 80 + yrs)



Tools provided to establishments by the OCPP (sustainability)

- Competency frameworks
- Glossary of patient partnership in health and social services
- Practice guidelines
- Presentations and workshops/videos
- Tools for team diagnostics
- Tools for continuous quality improvement



The collage features several key documents:

- GUIDE DE RECRUTEMENT DES PATIENTS PARTENAIRES** (Recruitment Guide for Patient Partners)
- Bilan d'équipe 1^{ER} CYCLE D'AMÉLIORATION** (Team Balance Report - 1st Cycle of Improvement)
- Programme Partenaire DE SOINS** (Patient Partnership Program)
- Formation de multiplicateurs** (Training of Multipliers)
- GUIDE PRATIQUE des leaders de collaboration en établissement** (Practical Guide for Collaboration Leaders in the Institution)
- L'EXPERTISE DE VIVRE AVEC LA MALADIE** (Expertise of Living with the Disease)

Websites for sharing documents and experiences

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A screenshot of a web application interface. At the top left is the Université de Montréal logo. To the right, there are links for 'Taille de la police', 'Augmenter', 'Réinitialiser', 'Diminuer', and a search bar labeled 'Recherche...'. Below this is a navigation menu with 'MEIL', 'CPASS', and 'CONTACTEZ-NOUS'. A large blue banner features the text 'Programme' on the left, a large white 'RS' logo in a blue circle in the center, and 'Partenaires DE SOINS' on the right. Below the banner is a breadcrumb trail: 'Accueil > Boîte à outils du LCE > Phase A : Préparation > 1 - 1er contact avec le tandem'. The main content area is titled '1 - 1er contact avec le tandem' and contains three document entries. Each entry has a title, a PDF icon, a file name, and two buttons: 'Prévisualiser' (red) and 'Téléchargement' (green). The entries are: 1. 'Rôle et composition du CAC' with file 'pps_roles_composition_du_cac_2014-07-17.pdf'. 2. 'Sommaire de la DAC' with file 'pps_sommaire_de_la_dac_2014-07-16.pdf'. 3. 'Profil de l'équipe' with file 'pps_profil_equipe_2014-07-15.pdf'. Below the last entry is a note: 'Attention ! Veuillez noter que le profil de l'équipe être complété en ligne à l'adresse suivante : http://tinyurl.com/profilequipe'. On the left side of the screenshot, there is a sidebar with a 'compte' section and a 'Boîte à outils du LCE' section.

The School of healthcare partnership!

Working TOGETHER to make sense of our healthcare activities

ORGANISATION COLLABORATION
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- **Develop healthcare partnership skills in all actors involved :**
 - patients and natural caregivers, healthcare providers and managers, organisational decisionmakers, researchers and educators in Québec, Canada and internationally.
- **This training is based on:**
 - international best practices and tools in healthcare partnership
 - Lessons from pilot projects undertaken by the OCPP in collaboration with healthcare establishments, training programs and research institutions

The School of healthcare partnership: *training for action!*

- **Accredited intensive session**
 - **March 29 to April 2, 2016 (French)**
 - **Fall 2016 (English)**
 - **Common core and specific blocks: care, teaching or research**
 - **Development of a co-created patient-professional project (provider, manager, teacher, researcher)**
- **Support/coaching for teams**
- **Communities of practice**
- **Training modules and on-line document sharing**
- **Tailored workshops**