



Quality improvement as a vehicle for integrating patient partnership

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Context

Project supported by the Canadian Foundation for Healthcare Improvement

Objectives

- Create infrastructure to support patient partnership
- Formalize recruitment and training of patient partners
- Communicate the benefits associated with patient partnership

Project structure



Trajectory - recruitment and training

Identification of patients and first contact



Telephone and in-person interviews



Preparatory meeting



Training



Coaching

In collaboration with care teams

Attributes sought

- Acceptance of their disease/ illness
- Reflexivity/care self-management
- Ability to generalize
- Constructive collaboration
- Communication and interpersonal skills

Trajectory - recruitment and training



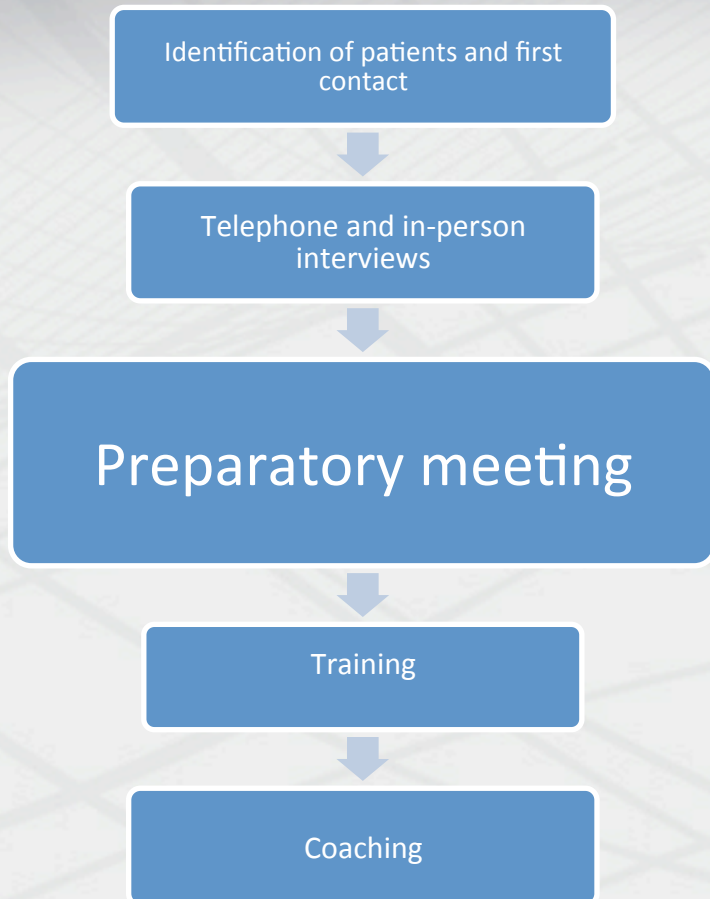
Patient coach and program coordinator in tandem

I didn't just get a call asking "Would you be interested in this project?" I got 3 interviews.

It sounds like "Are you really serious and what is you take on the whole thing?"

- Patient advisor

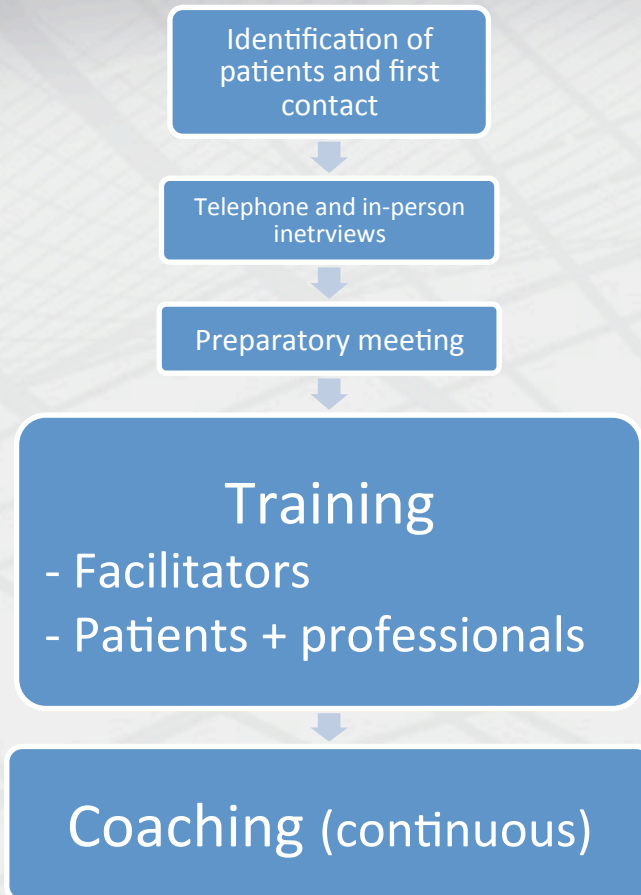
Trajectory - recruitment and training



With program coordinator and project lead

- History of the project
- Team composition
- Confidentiality agreement

Trajectory - recruitment and training



Training of patient partnership facilitators = key element

At team level, approach is more concrete than conceptual

Opportunities for discussion with patient coach or other patients

Example of rules of engagement

- Use of first names
- Voting system for decision-making
- Everyone is included in all messages
- Meetings are not held without a patient present
- Pairing of patients and professionals on the team

Benefits of an integrated approach

Integrating patient partnership and quality improvement facilitates:

- Patient participation
- The creation of collaborative links between all participants
- Achievement of success with positive impacts for all

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This was nice because we have got everyone that cared about the problem, both patients and staff around the table...

I don't think that we would have ever been able to accomplish that without having a dedicated process and forcing everyone essentially to... focus on the problem. And that is how things get solve.

-Professionnel, équipe de projet

Complementarity with the Quality structure

Patient partnership is led by a department that has a **transversal support role**

- Accompaniment according to team priorities
Where are we at? Where do we want to be?
- Mobilization and sharing of best practices at the level of the MUHC

When people complain about the system, I say “Then fine, what can you do about it? How would you like to participate?” And there is now, through this patient engagement and [quality]committees, you can get involved and make a difference.

- Patient advisor, project team