Getting Patients Involved: Building a Great, Authentic Patient Engagement Plan

Presented by

Jami Brown and Jacquelyne Foidart

Engagement Leaders

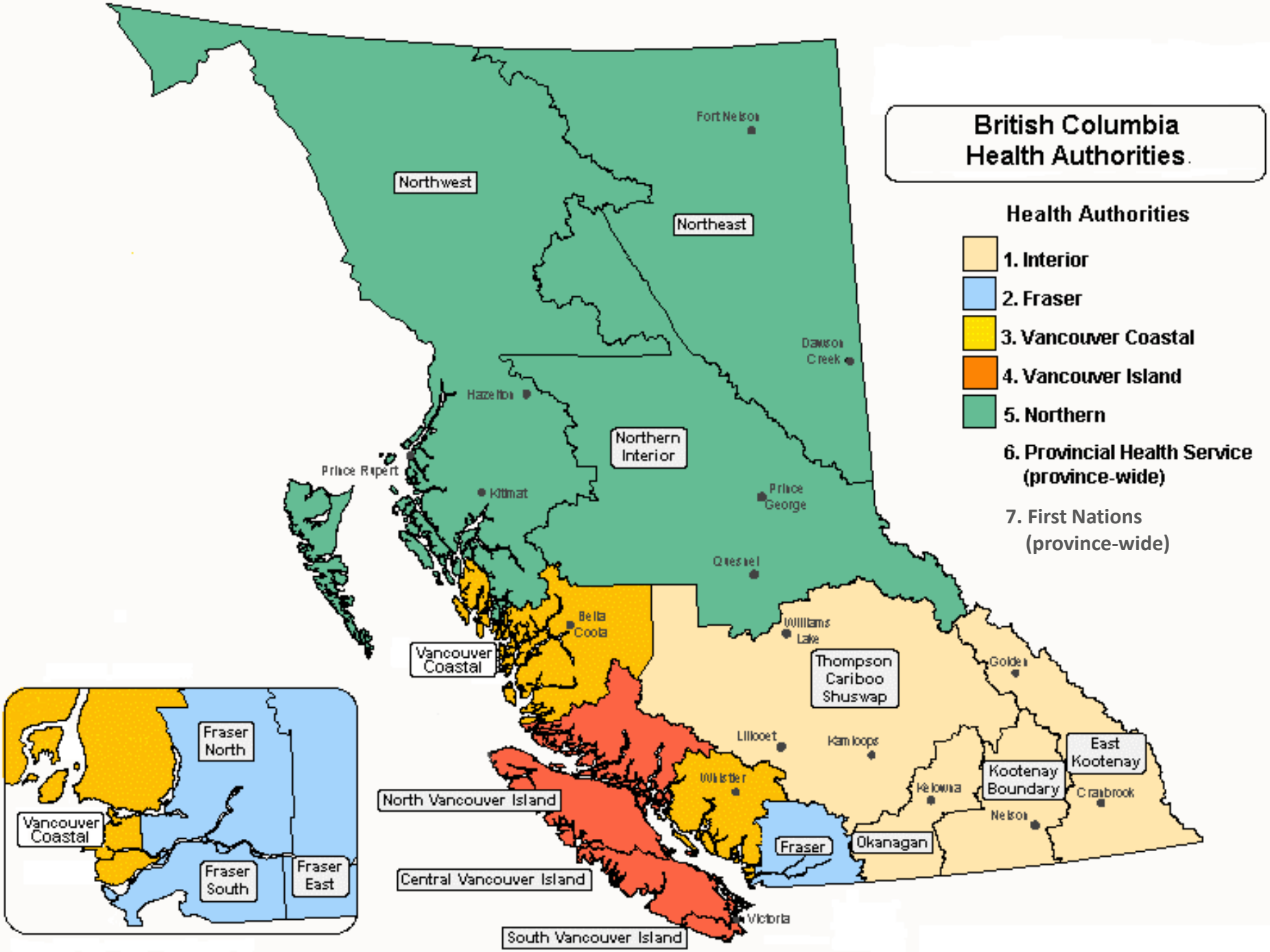
Patient & Public Engagement

PVN is guided by patient and health care partners and administered by the:

BC PATIENT SAFETY & QUALITY COUNCIL

Working Together. Accelerating Improvement.

Patient Voices Network


British Columbia
Health Authorities
Health Authorities
1. Interior
2. Fraser
3. Vancouver Coastal
4. Vancouver Island
5. Northern
6. Provincial Health Service (province-wide)
7. First Nations (province-wide)
Northwest
Northeast
Northern Interior
Vancouver Coastal
Thompson Cariboo Shuswap
Kootenay Boundary
East Kootenay
Okanagan
Fraser
North Vancouver Island
Central Vancouver Island
South Vancouver Island
Fort Nelson
Dawson Creek
Hazelton
Prince Rupert
Kitimat
Prince George
Quesnel
Bella Coola
Williams Lake
Golden
Lillooet
Kamloops
Whistler
Kelowna
Nelson
Cranbrook
Victoria
Fraser North
Fraser South
Fraser East

What you will learn today

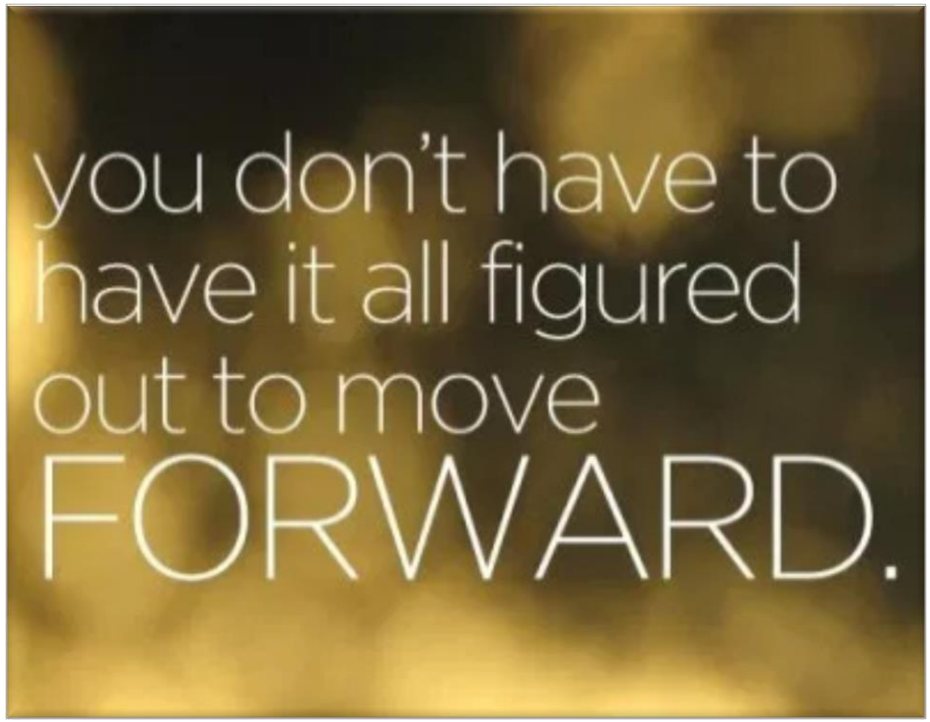
Explain	Analyze	Apply	Identify	Know
Explain why patients should be engaged authentically	Analyze team readiness to engage patients	Apply the principles of authentic engagement in the process	Identify how Patient Voices Network can support engagement planning and management	Know what supports are available

Why engage patients?

- Creates a space for innovation
- Fosters trust
- Increases partnerships
- Supports shared responsibility
- Ensures services are reflective of needs
- Improves outcomes

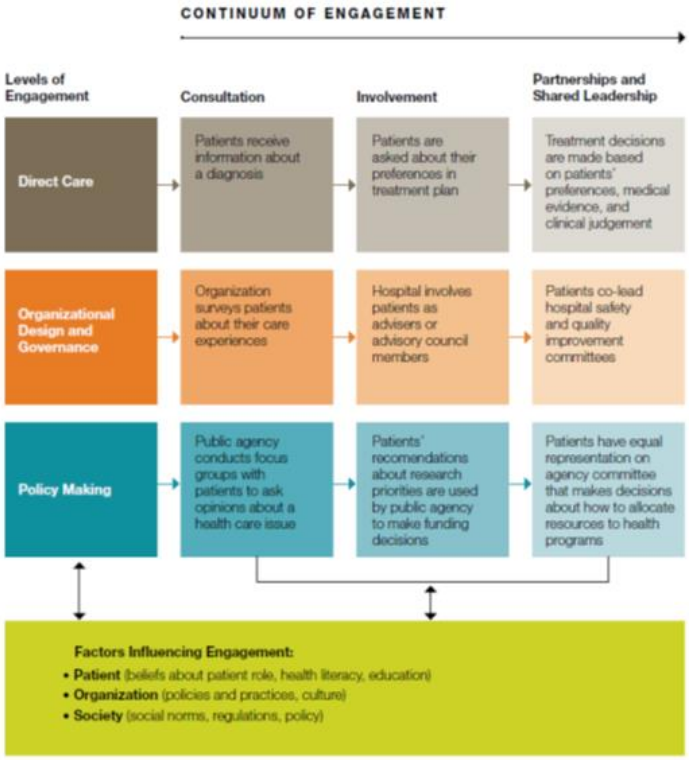
Why you may not already engage patients

- Push back against common excuses:
  - I'm too busy
  - It's complicated
  - Negative experiences
  - Confidentiality



A Multidimensional Framework for Patient and Family Engagement in Health and Health Care

Health Affairs



Source: Kristin L Carman, Pam Dardess, Maureen Maurer, Shoshanna Sofaer, Karen Adams, Christine Bechtel, and Jennifer Sweeney, "Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies," Health Affairs 32, no. 2 (2013): 223-31.

Robert Wood Johnson Foundation

Is your team ready?

Identify barriers early

Take time to understand

Get on the same page

Use tools available

Increase your knowledge

Patient Voices Network

PVN is supported through the: BC PATIENT SAFETY & QUALITY COUNCIL

Engagement Readiness Checklist

We encourage you to get together with your team and use this checklist to have a discussion around whether or not you're ready to engage patients. If you are unable to check off every item on the checklist, it might be time to reach out to your local Engagement Leader for further discussion about what is needed to put the right pieces in place.

- [ ] I believe that patients and families bring unique perspectives and expertise to the table
- [ ] I work to create an environment in which patients and families feel supported enough to speak freely
- [ ] I listen respectfully to the opinions of patients and families
- [ ] I consistently let colleagues know that I value the insights of patients and families
- [ ] I believe that patients and families bring a perspective to a project that no one else can provide
- [ ] I believe that patients and families can look beyond their own experiences and issues
- [ ] I believe the perspectives and opinions of patients, families and providers are equally valid in planning and decision-making at the program and policy levels
- [ ] I have experience working with patients and families as advisors and/or members of improvement or other teams
- [ ] I understand what is required and expected of patients and families who serve as advisors and/or members of improvement or other teams
- [ ] I clearly state what is required and expected of patients and families in their roles as advisors
- [ ] I help patients and families set clear goals for their role
- [ ] I feel comfortable delegating responsibility to patients, families and improvement team members
- [ ] I understand that an illness or other family demands may require patients and families to take time off from their responsibilities

PatientVoicesBC pvn@bcpsqc.ca 604.668.8240 1.877.282.1919

Learn more at PatientVoicesBC.ca

Adapted from Jeppson, E. & Thomas, J. Essential Allies: Families as Advisors (1994) Institute for Patient- and Family-Centered Care, Bethesda, MD.

Starting off on the right track

- People affected are involved
- Input contributes to outcomes
- Decisions reflect needs and interests
- All views are invited
- Information is provided
- Everyone's kept in the loop along the way

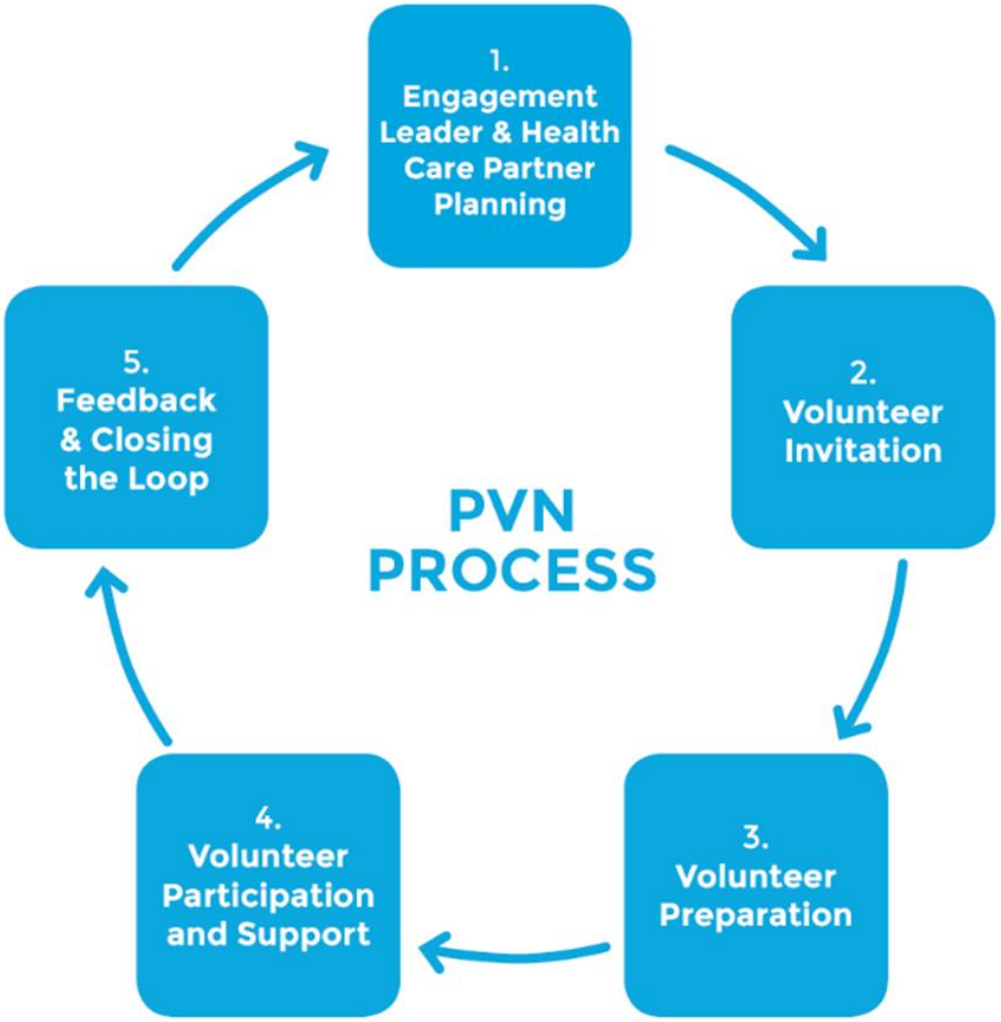
Questions to ask before starting

- Why do you want to engage?
- What's the best way?
- How much time?
- Do you have the resources?
- What kind of partner are you looking for?

IAP2 Spectrum of Public Participation

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise To The Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Techniques	• Fact sheets • Web sites • Open houses	• Public comment • Focus groups • Surveys • Public meetings	• Workshops • Deliberative polling	• Citizen advisory committees • Consensus-building • Participatory decision-making	• Citizen juries • Ballots • Delegated decision

Steps to a PVN engagement



Steps to a PVN engagement

Patient Voices Network

Search ... Search

Home | About Us | Patient Partners | Health Care Partners | News & Events | Blog | Resources | Contact Us

Engagement Opportunity Process

Home > Health Care Partners > Engagement Opportunity Process

Engagement opportunities are adapted to their health care partners' needs and objectives, but they usually follow these steps:

Preparing patient and health care partners

Prior to being matched with an opportunity, PVN Patient Partners receive orientation, training and ongoing support. This helps to prepare them to have an impact once they participate in an opportunity.

We have created resources to build the skills of our patient and health care partners. For patient partners, resources include how to

PVN Resources

Search ... Search

Home | About Us | Patient Partners | Health Care Partners | News & Events | Blog | Resources | Contact Us

All Resources

Here you will find a collection of resources that can help build your skills in a variety of areas related to patient engagement.

Select the options in the fields below and find the resources you've been looking for:

I am a... | I'm looking for resources about... | I'd like this type of resource...

Search for resources

Find us around the province

Kathryn Proudfoot
Provincial

Cathy Almost
Northwest

Cassy Mitchell
Northern Interior / Northeast

Karen Estrin
Lower Mainland/ Sunshine Coast

Jami Brown
Fraser Valley

Ashley Clark
South Island

Ryan Sidorchuk
North Island

Carol Stathers
Okanagan / Kootenay's

Jacquelyne Foidart
Thompson Caribou / Kootenay's

Questions?

Information & General Inquiries

www.patientvoicesbc.ca

pvn@bcpsqc.ca

1-877-282-1919

PVN is guided by patient and health care partners and administered by the:

BC PATIENT SAFETY & QUALITY COUNCIL

Working Together. Accelerating Improvement.

Patient Voices Network