



Patient
Voices
Network

STRATEGIC PLAN

2017 – 2020



The Patient Voices Network is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.

PVN is supported through the



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.

Who We Are

The Patient Voices Network was created by the Ministry of Health in 2009 as part of its Patients as Partners strategy. PVN recruits and supports patient, family and caregiver partners, while working with health care partners to identify and promote local, regional and provincial opportunities for engaging the patient perspective in positive health care transformation.

In December 2015, the responsibility for supporting PVN was transferred to the BC Patient Safety & Quality Council – a provincial organization that provides system-wide leadership to efforts designed to improve the quality of health care in British Columbia – given an alignment with its mandate to “engage and inform the public as active participants in their own care.”

PVN benefits from and builds upon the Council’s partnerships with those working within the health care system, and strengthens its partnership with patients and the public. These relationships are the foundation from which the Council promotes and informs a provincially-coordinated, patient- and family-centred approach to quality improvement.

Including patient voices in research, planning, service delivery and evaluation provides new perspectives and greater understanding for both patient and health care partners alike. These perspectives are built upon the unique expertise that patients develop through lived experiences accessing health services, which is different from those working within the health care system. And when patients are effectively engaged, their contributions lead to more informed decisions, helping to overcome challenges, seize upon opportunities, and find solutions to problems.

We support engagement opportunities that bring together diverse voices, ideas, experiences, expertise and evidence. We believe that those affected by a decision should be involved in making it, and that doing so results in more innovative solutions that are responsive to the needs and goals of patients, families and communities.

Who We Are

British Columbia's health care system is complex and in order to provide sustainable, high quality care it needs a foundation of patient- and family-centred care, as well as a clear understanding of the patient experience of care. These two elements are central to improving the dimensions of quality care outlined in the BC Health Quality Matrix: acceptability, appropriateness, accessibility, safety, effectiveness, equity and efficiency.

Building a foundation of patient- and family-centred care requires a culture change, time and collective effort. We strive to accelerate this shift by supporting our patient and health care partners in meaningful opportunities to improve quality of care. This means using our resources to build their capacity for effective partnerships, supporting the creation of environments where **authentic engagement** is possible.

It also means enabling partners to address their concerns, resource limitations and knowledge gaps when it comes to patient engagement.

This includes creating strategies, resources and tools to:

- Recruit, prepare and support patient partners;
- Prepare and support health care partners;
- Provide a bridge so that all our partners can come together and co-create solutions;
- Provide ongoing system-wide leadership and maintain a strategic focus on patient engagement and patient- and family-centred care; and,
- Learn from national and international leading patient engagement practices, while testing innovative, local approaches.

“The decision has not been made and the decision-maker commits to be influenced to a specific level that will be communicated in advance.”

- Definition of authentic engagement used by the Auditor General of BC.



IMAGE: PVN Patient Partner attending Quality Forum 2017

GUIDED BY AND RESPONSIVE TO OUR PARTNERS

This strategic plan is based on consultation with our partners in communities and organizations across the province. Development of the plan was overseen by our Oversight & Advisory Committee which includes 12 patient partners and 12 representatives of health care partner organizations from every region of the province.

IMAGE: Health professionals engaging in round table discussions at Quality Forum 2017



We had conversations with patient and health care partners in their local communities through networking coffees, outreach events and orientations. We also used a survey to canvass all of our patient partners, health care partners and other patient engagement practitioners in Canada. This enabled our stakeholders to share their thoughts on the most valuable aspects of our work, as well as our future directions. We also considered evidence from leading thinkers and organizations.

Further feedback was gathered at the Ministry of Health's Patients as Partners Annual Provincial Dialogue in February 2017 and the Quality Forum in March 2017. Feedback on preliminary drafts of the plan was also sought from across the health sector.

To those who have contributed to our success to date, we thank you and humbly ask for your continued support. Together we can make a difference!

Vision, Mission & Values

VISION

Patients, families and health care partners co-designing improved health care through authentic voice and diverse representation.

MISSION

Advance authentic patient engagement by building the capacity of our partners so patient- and family-centred care becomes the foundation from which all health care decisions are made.



IMAGE: Our engagement leader Cathy Almost collaborating with patient partners in Northern BC

VALUES

Our values guide our strategic priorities and day-to-day decisions.

PARTNERSHIP

We engage in mutually-beneficial partnerships to co-create and achieve a collective vision. We value opportunities to learn from others and share our knowledge widely.

AUTHENTICITY

We support partnerships that enable participants to add value and have meaningful impact on decisions.

TRANSPARENCY

We build trust and respect through a culture of openness, accountability and inclusion.

RESPONSIVENESS

We are guided by the diverse voices of our partners and adapt to their evolving needs and efforts to improve quality of care.

INNOVATION

We challenge the status quo and embrace new ways of thinking in order to support improvement.

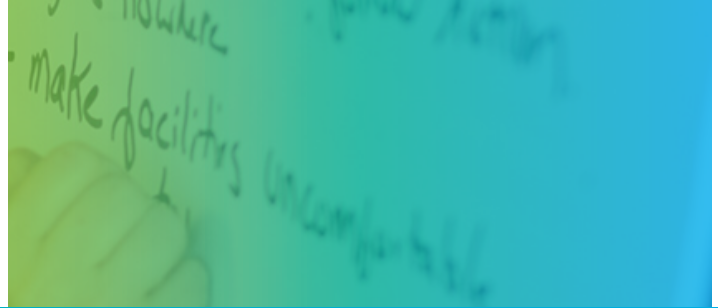


IMAGE: Leah Smith, PVN Engagement Leader for Vancouver Island, engaging in group work at a conference

OUR COMMITMENT TO PATIENT- AND FAMILY-CENTRED CARE

In addition to our values, we also proudly adhere to the four principles of patient- and family centred-care which are broadly accepted across the health sector.



1

Dignity & Respect

Listening to and honouring patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and culture are incorporated into the planning and delivery of care.

2

Information Sharing

Communication of timely, accurate, and complete information with patients and families that supports their participation in planning and decision-making.

3

Participation

Patients and families are encouraged and supported to participate at a level of their choosing.

4

Collaboration

Patients and families are provided with opportunities to engage with care providers and leaders regarding care planning as well as policy, program development and system change.



IMAGE: Patient and health care partners collaborating at a PVN Networking Coffee event in Vancouver in 2016

PRINCIPLES OF AUTHENTIC ENGAGEMENT

We support health care partners to authentically engage patient partners by following these principles adapted from from the International Association for Public Participation's core values for public participation:

1

Patient partners affected by a decision are involved in the process.

2

Health care partners commit that the patient partners' input will contribute to the final outcome.

3

Sustainable decisions are possible only when the needs of all partners have been recognized.

4

Diverse perspectives are sought out and invited to participate.

5

Patient partners are supported and provided with all necessary information to ensure that they are able to participate fully right away.

6

Patient partners and other participants are kept updated throughout the process about how their input is shaping the final decision.



IMAGE ABOVE: PVN Patient Partners helping promote "What Matters to You?" Day at Quality Forum 2017

IMAGE OPPOSITE PAGE: Patient partners and health care providers attending the Ministry of Health's Patients as Partners Annual Dialogue



Strategic Priorities

1

Evaluate the impact of patient engagement activities, share our findings with our partners, and use them to inform our actions

Evidence is critical in demonstrating the value of patient engagement in research, planning, policy-setting, and decision-making. We will implement an evaluation framework, including surveys and public reporting, and provide feedback to patient and health care partners that shows the impact of their patient engagement activities. Effective evaluation of patient engagement is challenging but we are committed to continuous learning, constant improvement, and understanding our successes and challenges.

2

Increase the capacity of health care and patient partners to support authentic engagement

We will develop the skills of our patient and health care partners so that they can work together in authentic engagement opportunities. This will require us to create additional resources and opportunities for co-learning so that all of our partners have the best available information. In doing so, we can support the health care system's shift to patient- and family-centred decisions and actions.

3

Diversify our membership so that it represents the individuals, communities and groups who access health care services

While building and sustaining a network of experienced, highly-engaged patient partners continues to be central to our work, we have a responsibility to ensure that our patient partners reflect British Columbia's population. By expanding the diversity of our membership we will be better positioned to ensure that decisions are informed by and reflect the history, lived experiences and priorities of the individuals, groups and communities impacted by them.

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