

Let's make change **happen** > Agir pour **innover**

Patient and Family Engagement: Enabling Accountable Care

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Canadian Foundation for Healthcare Improvement

Canadian Home Care Association: Regional Home Care Summits

November 2017

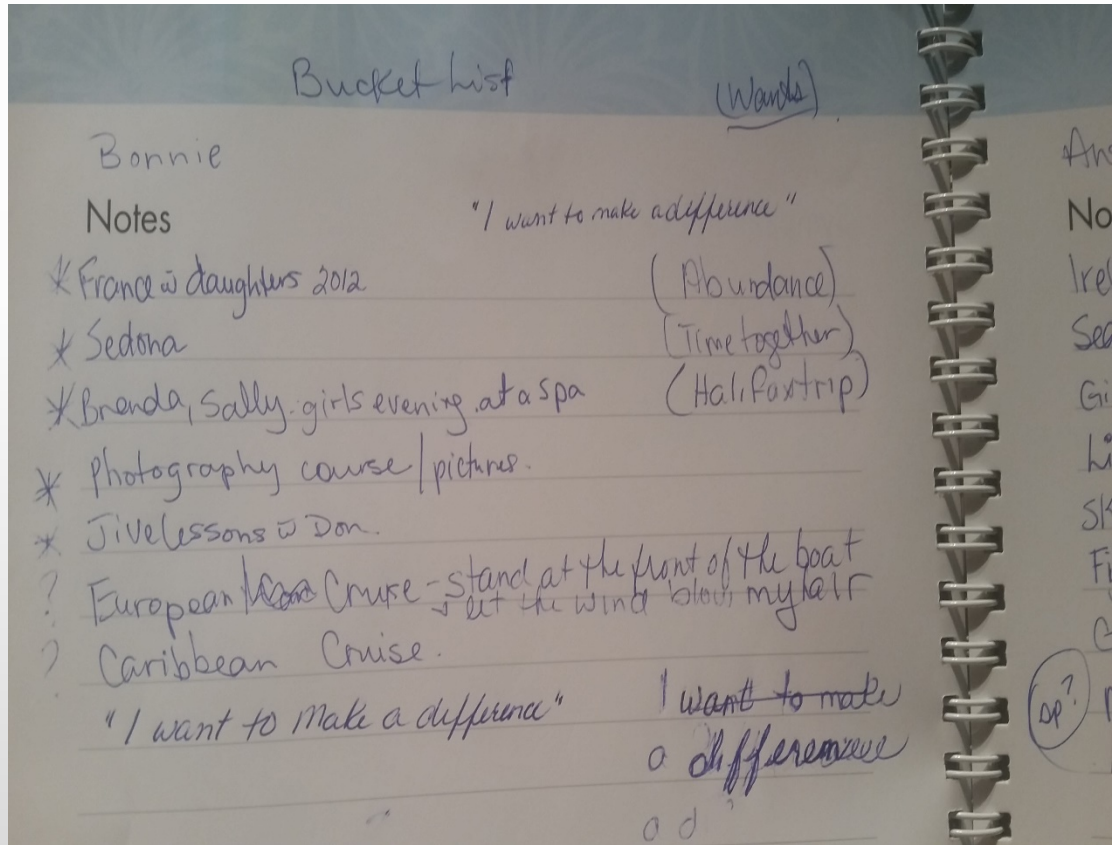


Canadian Foundation for
**Healthcare
Improvement**

Fondation canadienne pour
**l'amélioration des
services de santé**

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My Inspiration



Today

- The context: Who is CFHI and what have we done in the area of Patient and Family Engagement
- What do we know about patient and family engagement?
 - What do we mean by engagement?
 - Some frameworks: Levels of engagement and the continuum of engagement
 - What does it look like in practice? Getting to 'meaningful engagement'
 - "Engagement-capable environments"
- What difference does it make to engage with patients and families in improvement and system re-design?
 - Enabling accountable care

The context

Let's make change **happen**

The Canadian Foundation for Healthcare Improvement works
#shoulder2shoulder with you to improve the health and care
of all Canadians.

SCALE  **UP** throughout
health
systems

Spread

across Canada

 **Identify** proven innovations

Canadian Foundation for Healthcare Improvement

Our strategy

Our aim

Accelerate healthcare improvement.



Patient & family experience of care



Health of populations



Value-for-money

Our focus 2017-2018

Build improvement capacity and provide on the ground support to spread and scale proven innovations.

Appropriate care closer to home

Frail elderly

Palliative care

Mental health and addictions

Indigenous health

Northern and remote

Population health

What we do

We work shoulder-to-shoulder with you to improve health and care for all Canadians.



Enable patient, family and community engagement



Build leadership and skill capacity

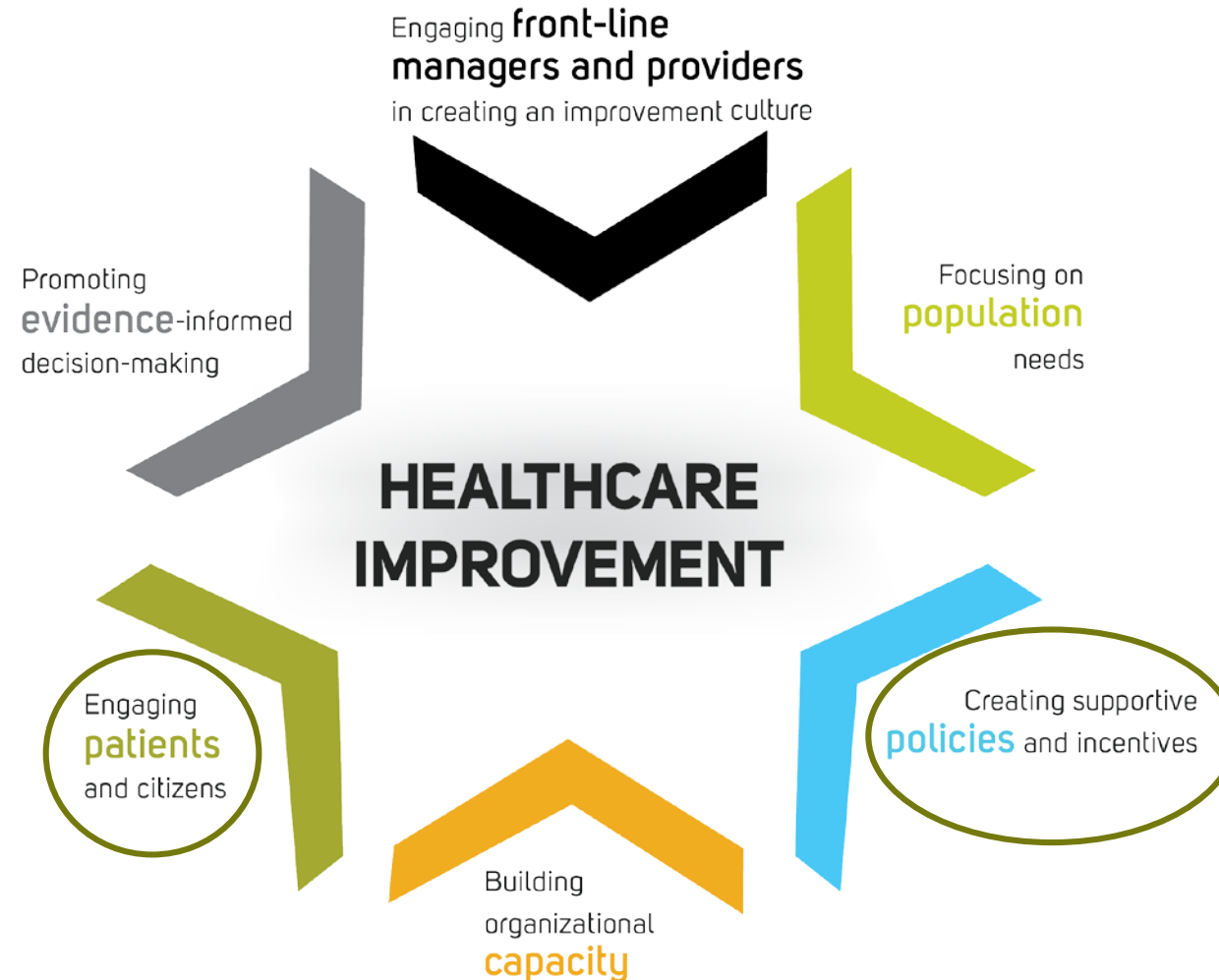


Apply improvement methodology and coaching



Create collaboratives to spread evidence-informed improvement

6 levers for healthcare improvement



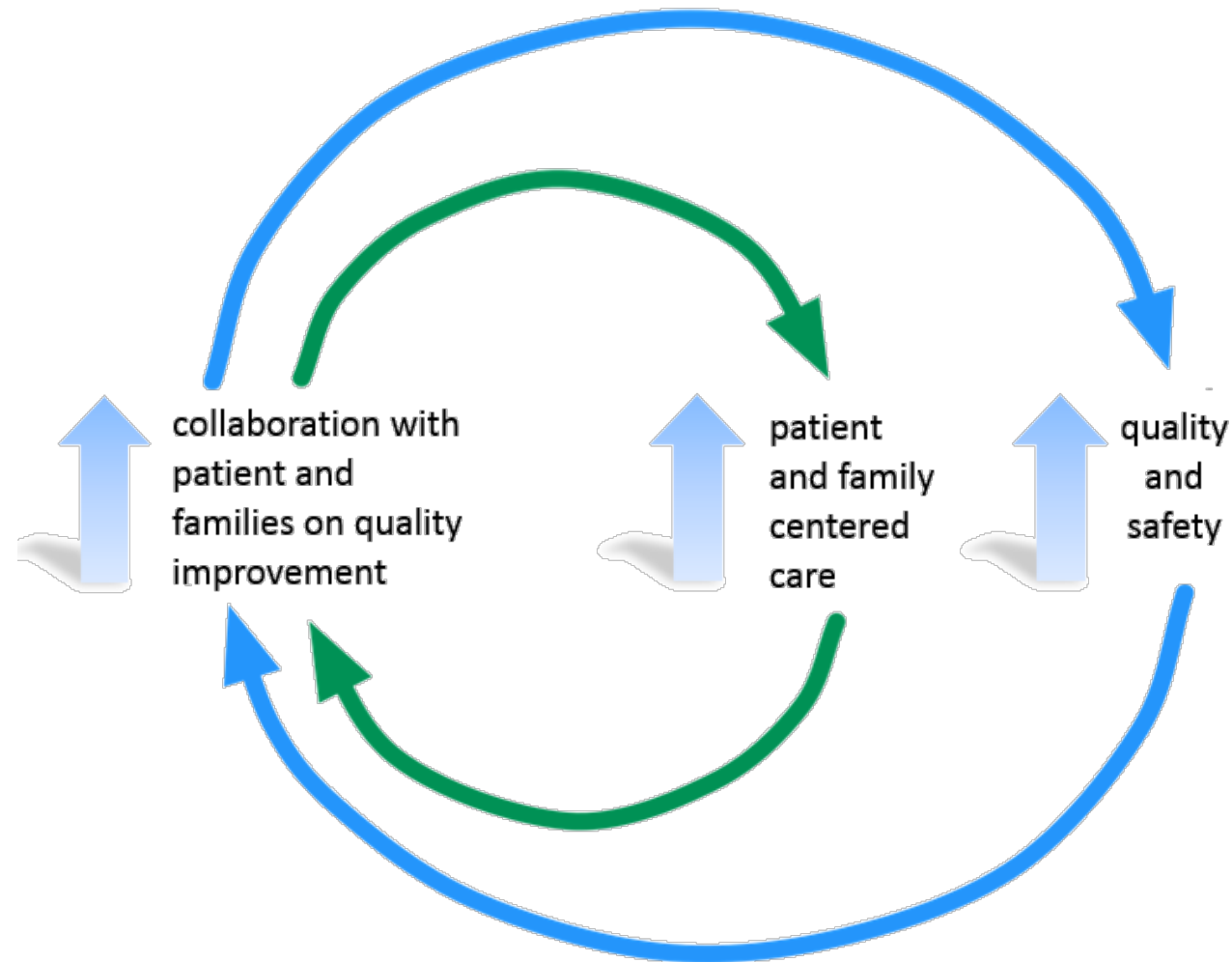


Doing to.....Doing for.....Doing WITH.....

Deficit-thinking	Asset-thinking
<p>Problem-oriented</p> <p>How can we fix this problem?</p> <p>Someone needs to sort this out... Us vs. them</p> <p>Do things to people</p>	<p>Strength-based</p> <p>How can we engage the community?</p> <p>What can I/we do? How can we work together?</p> <p>Work with people</p>

Adapted from Kretzmann & McKnight (1993); Goldman & Schmalz (2005)

Partnering with Patients and Families for Quality Improvement : A Virtuous Cycle



Patient and citizen engagement at CFHI: A brief history

2009

- Patient- and family-centered care as one of three strategic goals

2010-
2012

- Patient engagement projects (PEP) x 2 cohorts (17 teams across Canada)
 - Research commissioned to evaluate the PEPs

2013

- Development of resources
 - 4 part webinar series on Patient Engagement
 - Patient Engagement Resource Hub is launched with support from Canadian Partnership Against Cancer

A brief history (cont'd)

2014

- Patient and family engagement in quality improvement collaborative launched (22 teams)
- CFHI hosts an international conference with IPFCC

2015

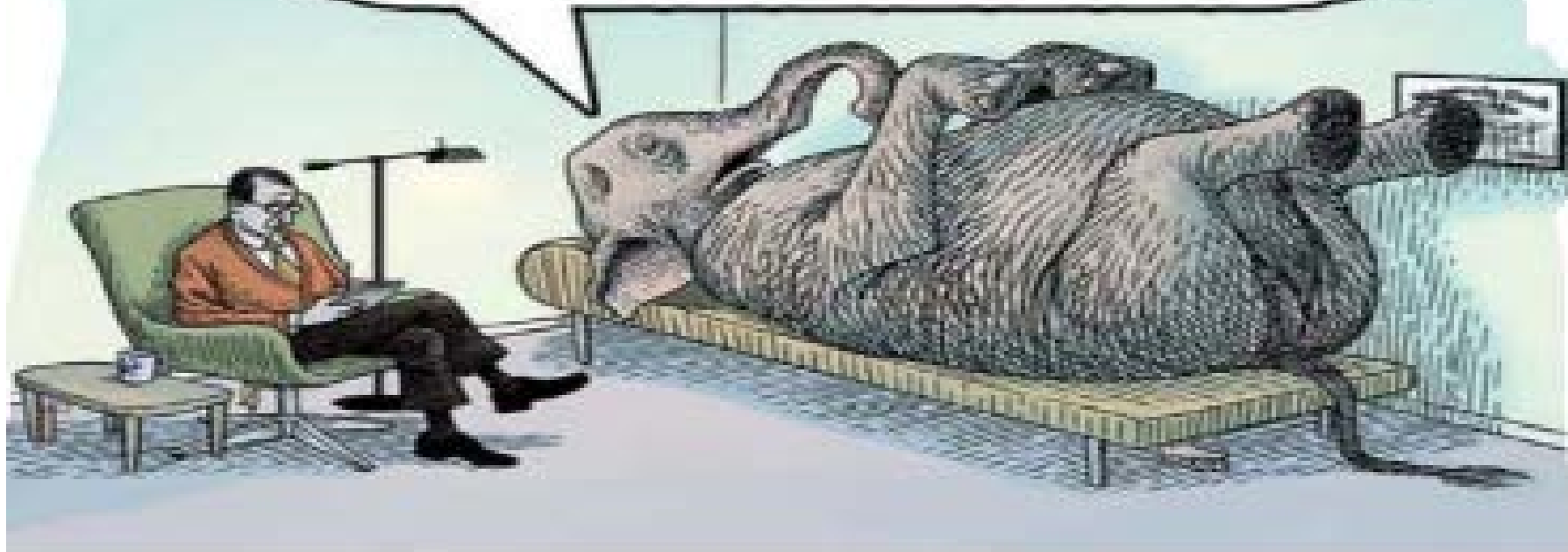
- CFHI is commissioned to submit a report to the Federal Advisory Panel on Healthcare Innovation related to PFE
- Better Together Campaign is launched (50+ pledges)

2016

- First e-collaborative is launched – Better Together e-collaborative (12 teams)
- Longwoods publication: Catalyzing Improvement and Innovation in Health Care

What do we know about patient and family engagement for improvement and system re-design?

Sometimes, even if I
stand in the middle
of the room, no one
acknowledges me.



Source: Lois Kelly <http://www.slideshare.net/Foghound/rocking-the-boat-without-falling-out>

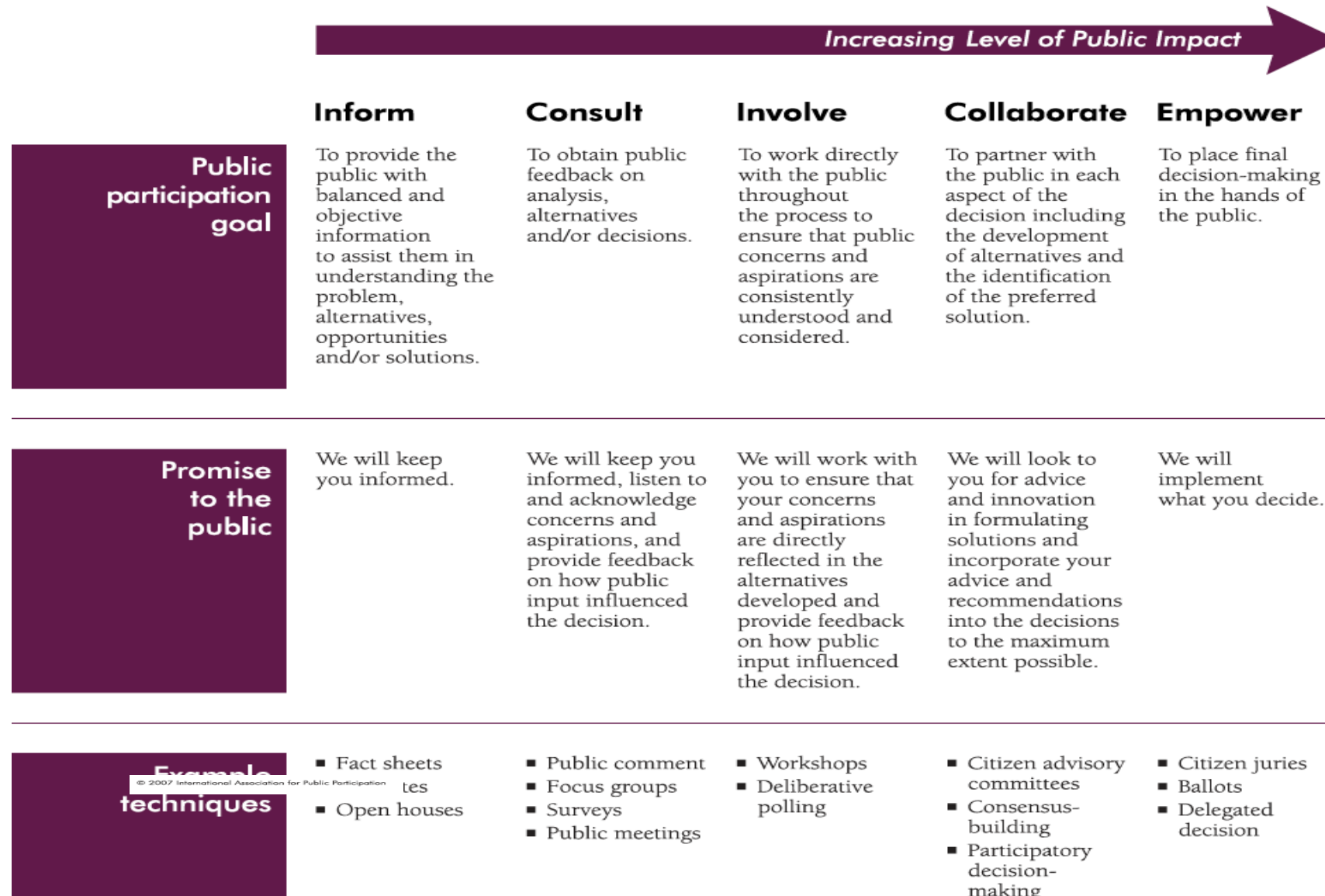
Patient Engagement

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 (resident) 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.

IAP2 Spectrum of Public Participation

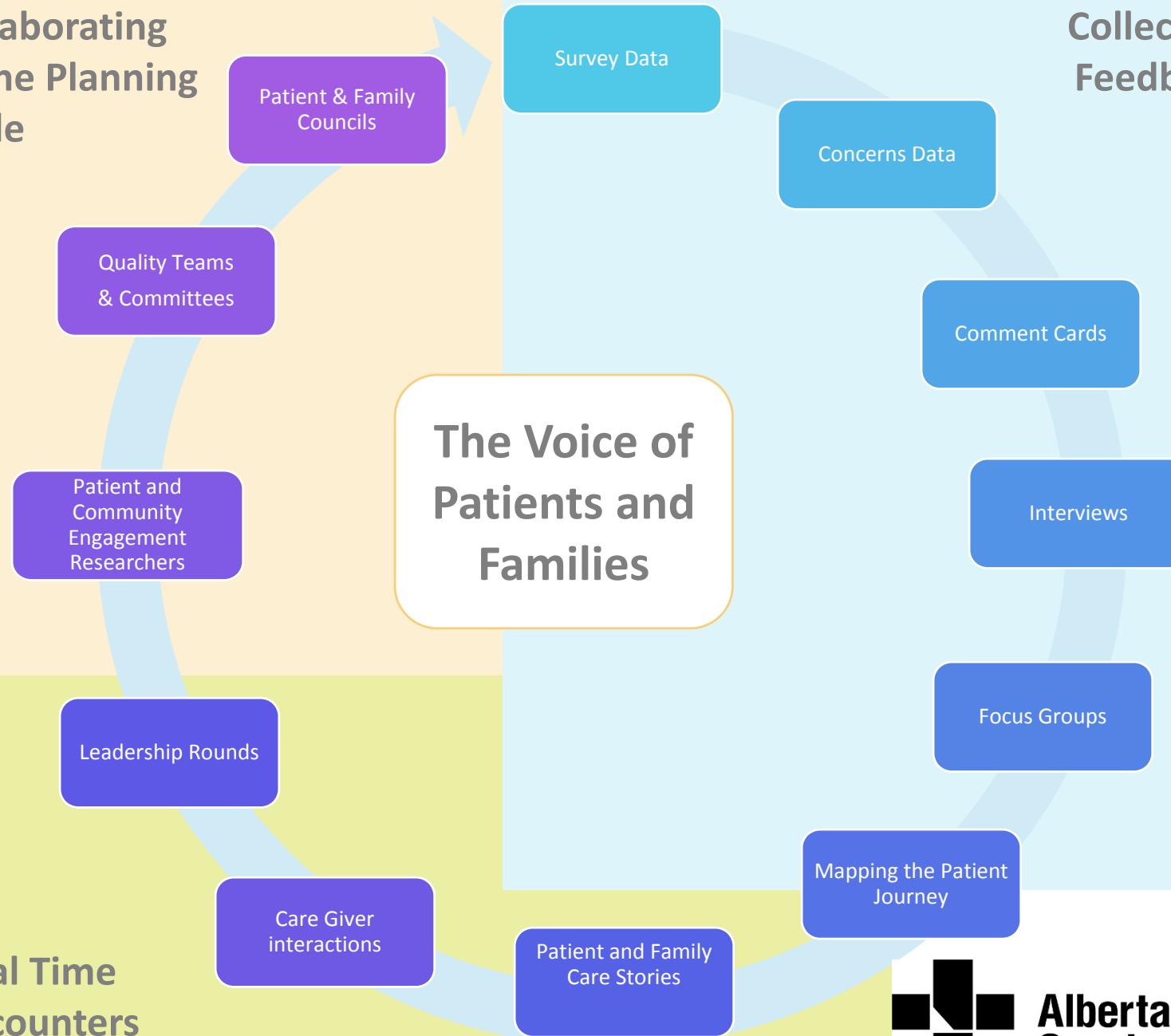


Collaborating at the Planning Table

Collecting Feedback

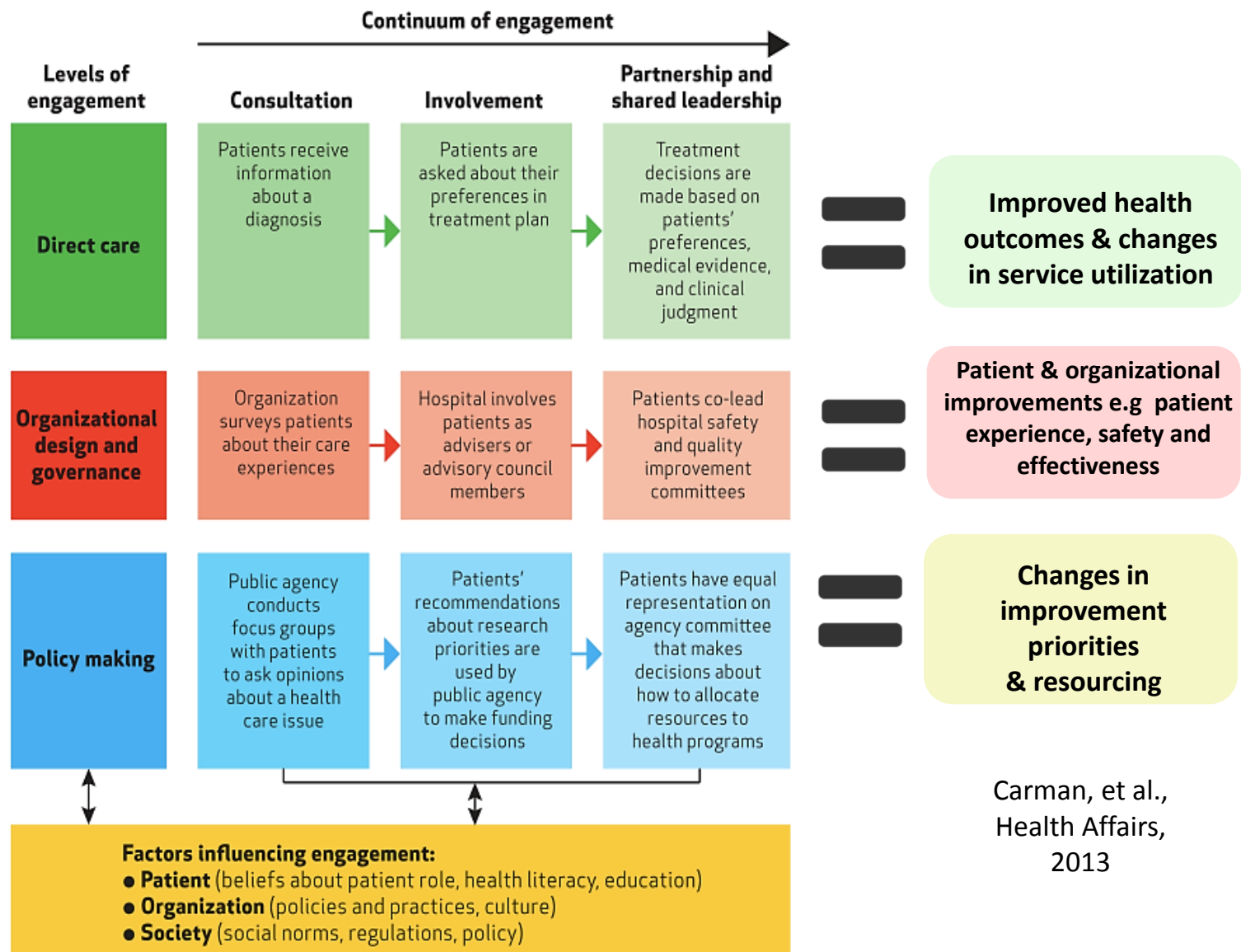
The Voice of Patients and Families

Real Time Encounters



**Alberta Health
Services**

Patient.Engagement@albertahealthservices.ca



Carman, et al.,
Health Affairs,
2013

Considering the Carmen framework:

1. Where do you see the engagement of patients and families currently in your work?
2. Where do you see the opportunities for patient and family engagement in your work moving forward?



Fit for PURPOSE?

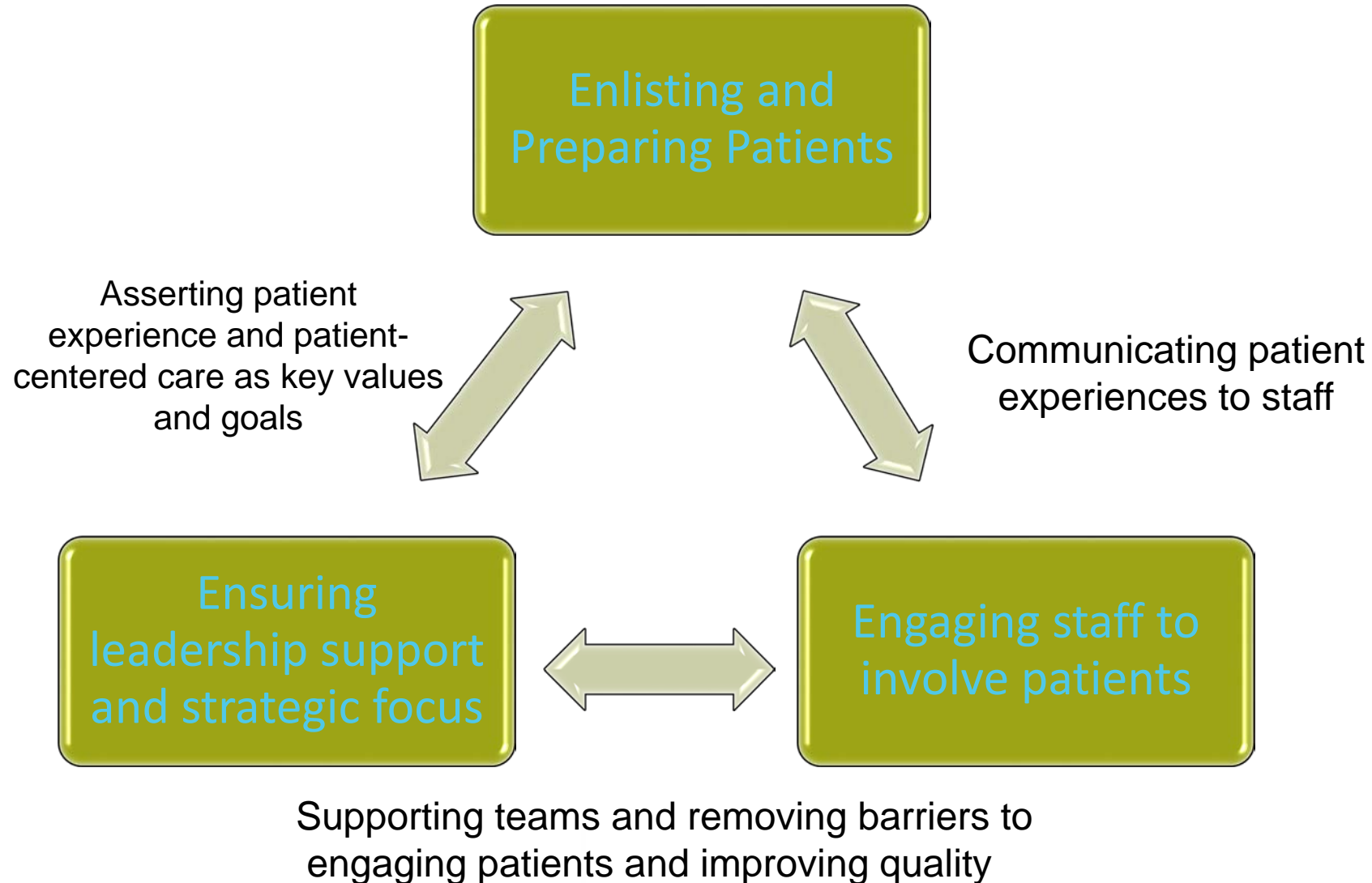
Consider a MOSAIC
of engagement methods

TRIZ:

Where do you see the opportunities for patient and family engagement in your work moving forward?

What would you do to make it the worst possible experience for patients and families to engage with you?

Engagement Capable Environments



Enlisting and preparing patients

- Recruit former patients and families as volunteers
- Develop roles and responsibilities and offer ongoing training and opportunities to patients
- Prepare patients and families to collaborate with staff
 - Set expectations
 - Orientation

What Patient Advisors Have Told Us....

- ✓ Involve me from the beginning
- ✓ Inform and educate team on why we are there
- ✓ Facilitation by team lead “sets the stage”
- ✓ Invite more than 1 Pt advisor
- ✓ Let us do more than just tell our stories
- ✓ Cover out of pocket expenses
- ✓ Recognition

Engaging staff to involve patients

- Prepare staff for PFCC and patient engagement
- Develop roles and responsibilities for staff
- Offer ongoing training to staff and recognize PFCC skills and behaviors
- Facilitate and lead by example

Ensuring leadership support and strategic focus

- Set vision, strategic directions and goals
- Set expectations for and role-model PFCC and patient engagement values
- Support patient engagement with organizational infrastructure and resources and embed PE with quality improvement efforts

Some key lessons learned

- ✓ Patient as “guests” versus “partners”; clear roles
- ✓ Early & continuous stakeholder engagement
- ✓ Mutual learning environment
- ✓ Senior leadership support
- ✓ Measurement
- ✓ Relentless communication
- ✓ Coaching support/external facilitation



Let's go back to one of the examples you identified as an opportunity to engage with patients and families.

Reflect upon:

- **Why do I want the patient, family and community voice for this project? (purpose and goal)**
- **Who are the patients, families and community members, whose voices I need to hear?**
- **What is the benefit to those being engaged?**
- **How will I engage them?**
- **What do healthcare providers need? What do patients and families need, want and what can they do?**

Enabling accountable care

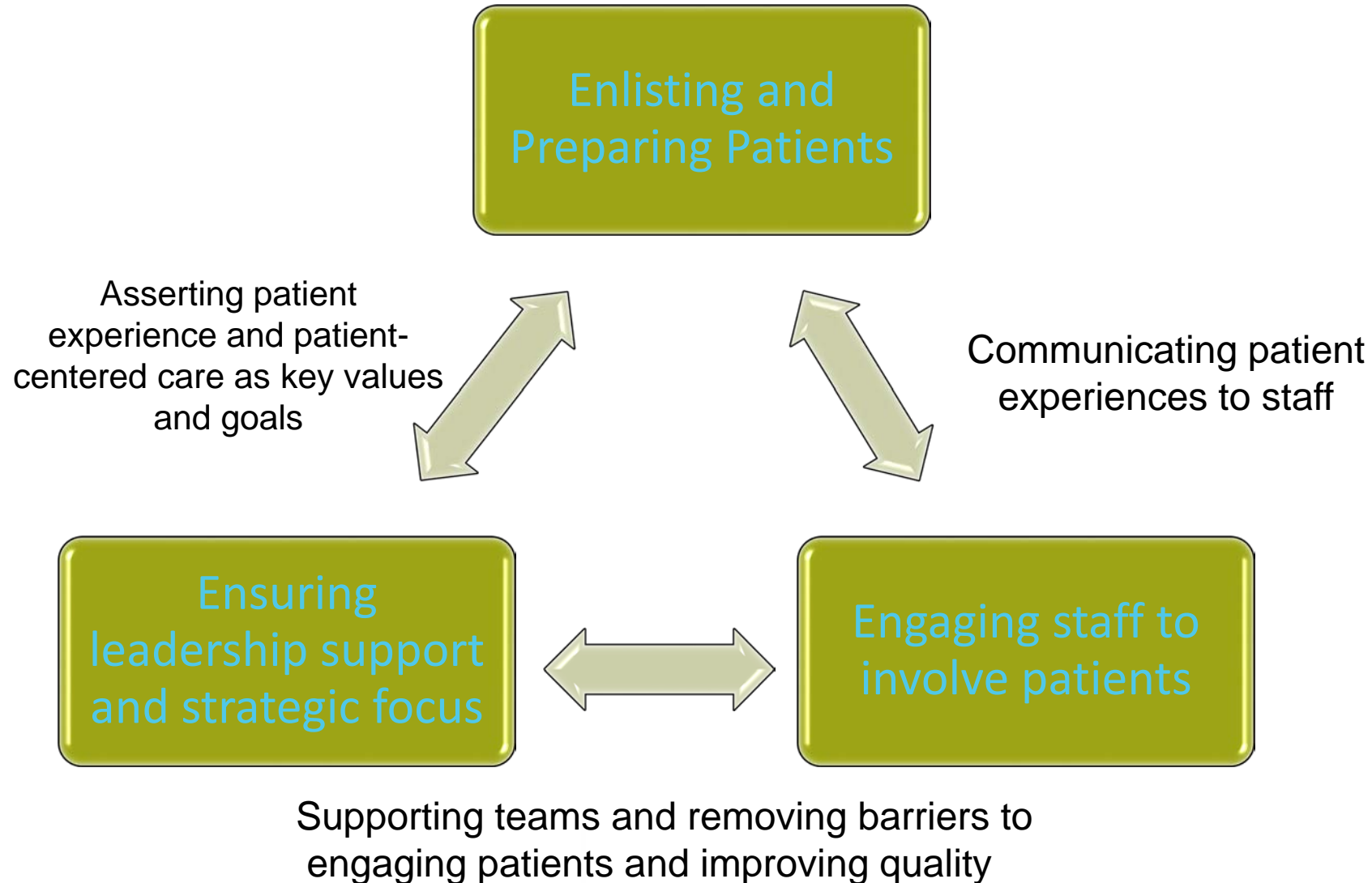
What have we learned from our
4 collaboratives?

Goals of the collaboratives

- › For 3 of the collaboratives:
 - To build capacity of healthcare organizations across Canada for patient and family engagement
 - Focus on the 'HOW TO' engage

- › For Better Together:
 - Specific innovation – 'policy innovation' for change

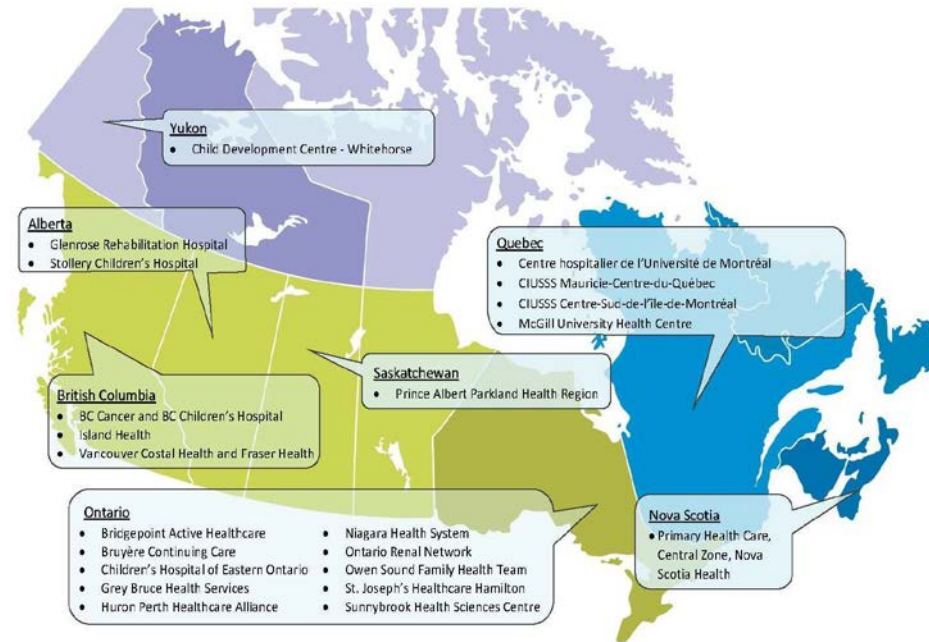
Engagement Capable Environments

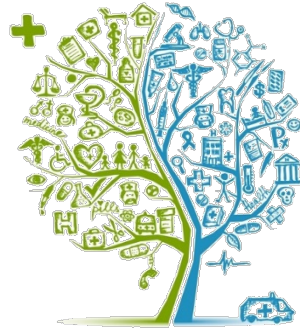


Partnering with Patients and Families for Quality Improvement Collaborative

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

2 Collaborative Teams
21 Faculty Members
17 Expert Coaches





Top 4 project themes

- Experience-based co-design (EBCD)
- Transitions in care
- Partnering with patient and family advisors and support for patient and family advisory councils (PFAC's)
- Chronic Disease Management (ex. Diabetes, Renal Disease)

Care Environments

32% Primary care and community care

18% Rehabilitation or continuing care

41% Acute care: 7 adult and 2 pediatric

9% Mix of acute care and cancer agencies

Top 4 Domains of Quality (identified by teams):

*many teams are measuring multiple domains of quality



Partnering with Patients and Families for Quality Improvement Collaborative In Action!



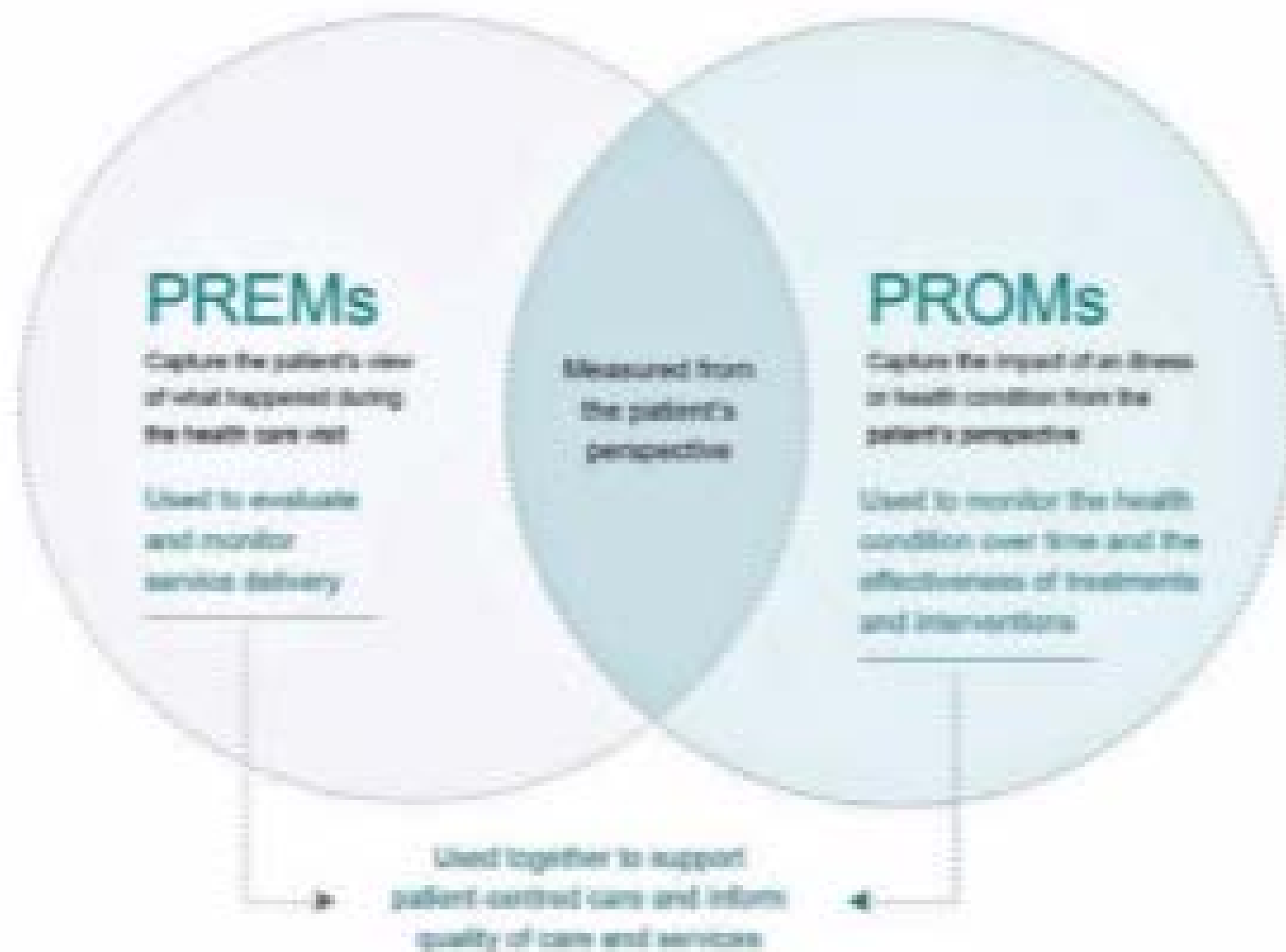
The Difference Engagement Makes

- Improvements to engagement
- Improvements to quality (patient experience)

PFCC	17
Efficiency	15
Coordination	6
Equity	5
Effective & Appropriate	4
Safety	2
Access	1
Pop. Health	1

- Organizational impacts





Better Together: Families are more than visitors. They're partners in care.

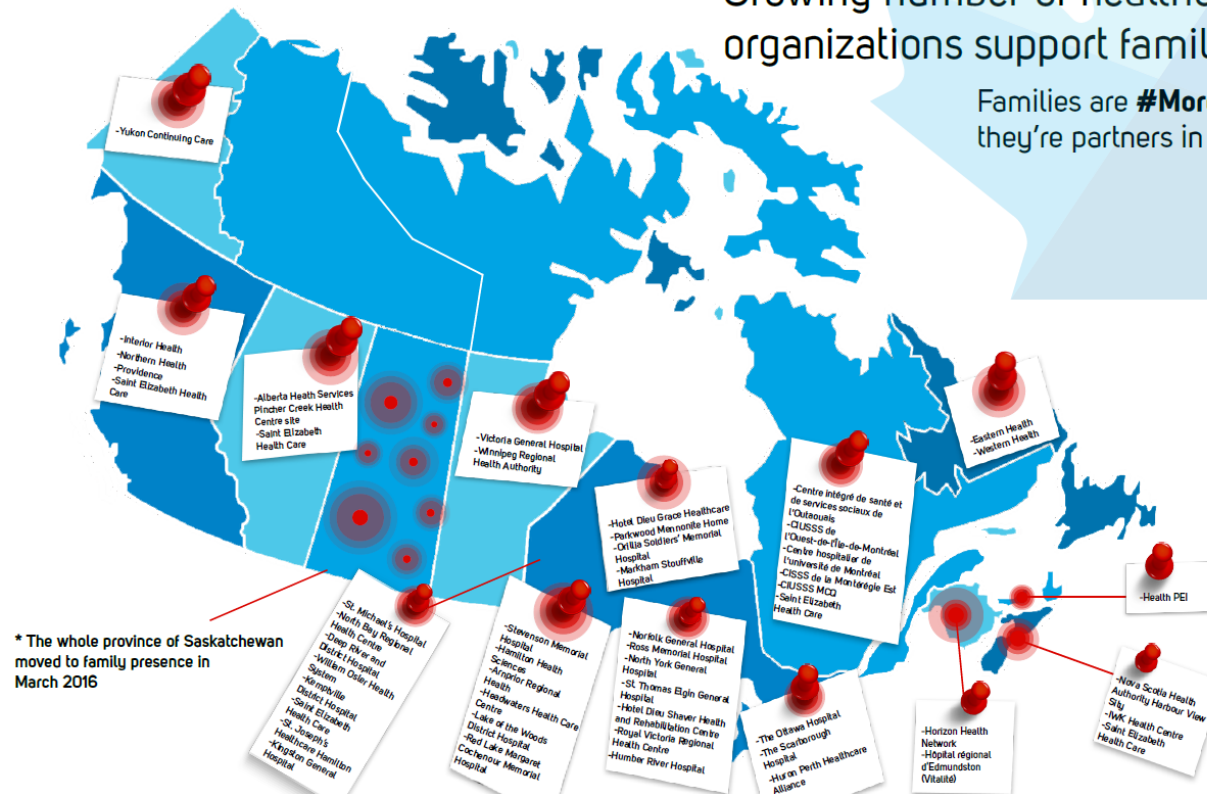


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Better Together

Growing number of healthcare organizations support family presence

Families are **#MoreThanAVisitor**, they're partners in care



cfhi-fcass.ca
@CFHI_FCASS

What family presence actually does



**BETTER COORDINATION
OF CARE**



**FEWER MEDICATION
ERRORS**



FEWER FALLS

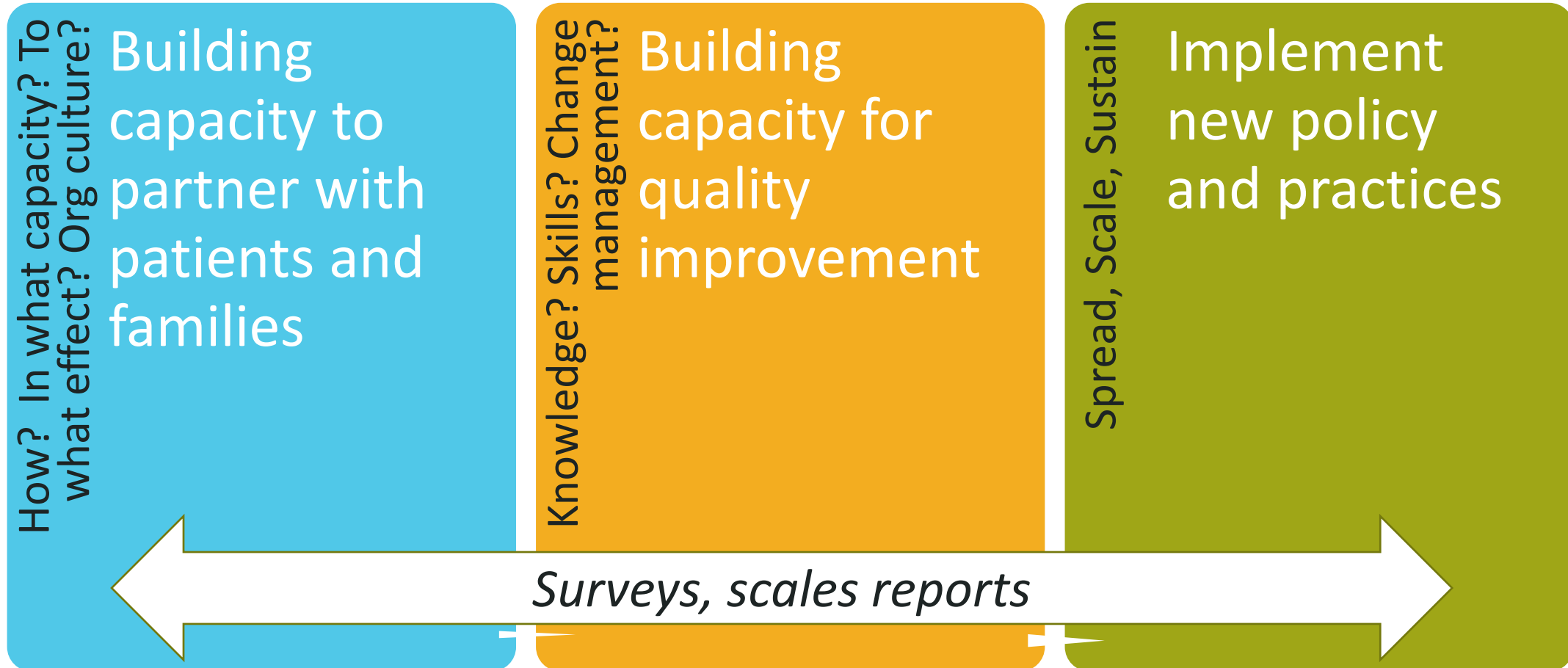


**FEWER 30 DAY
READMISSIONS**

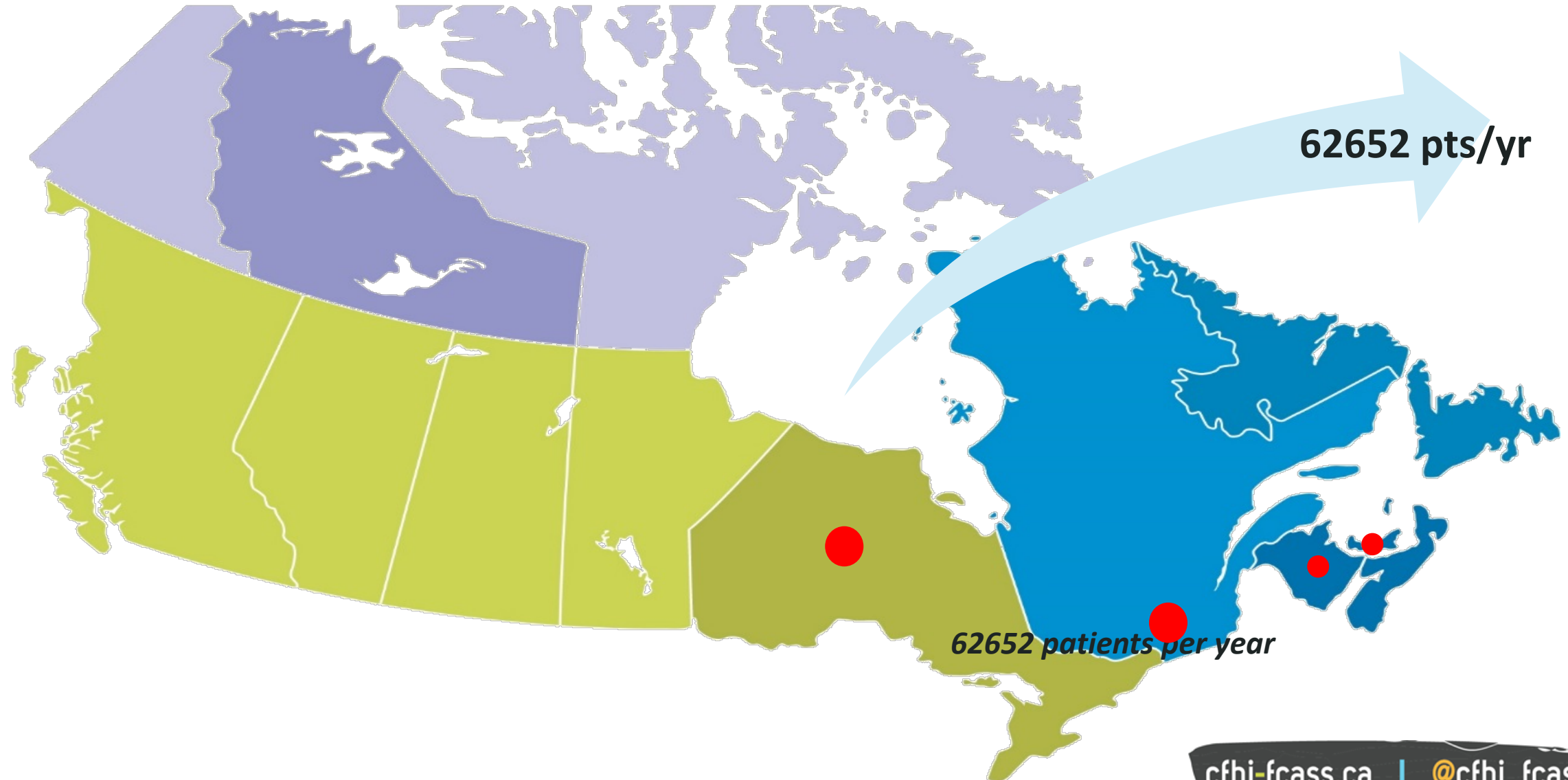


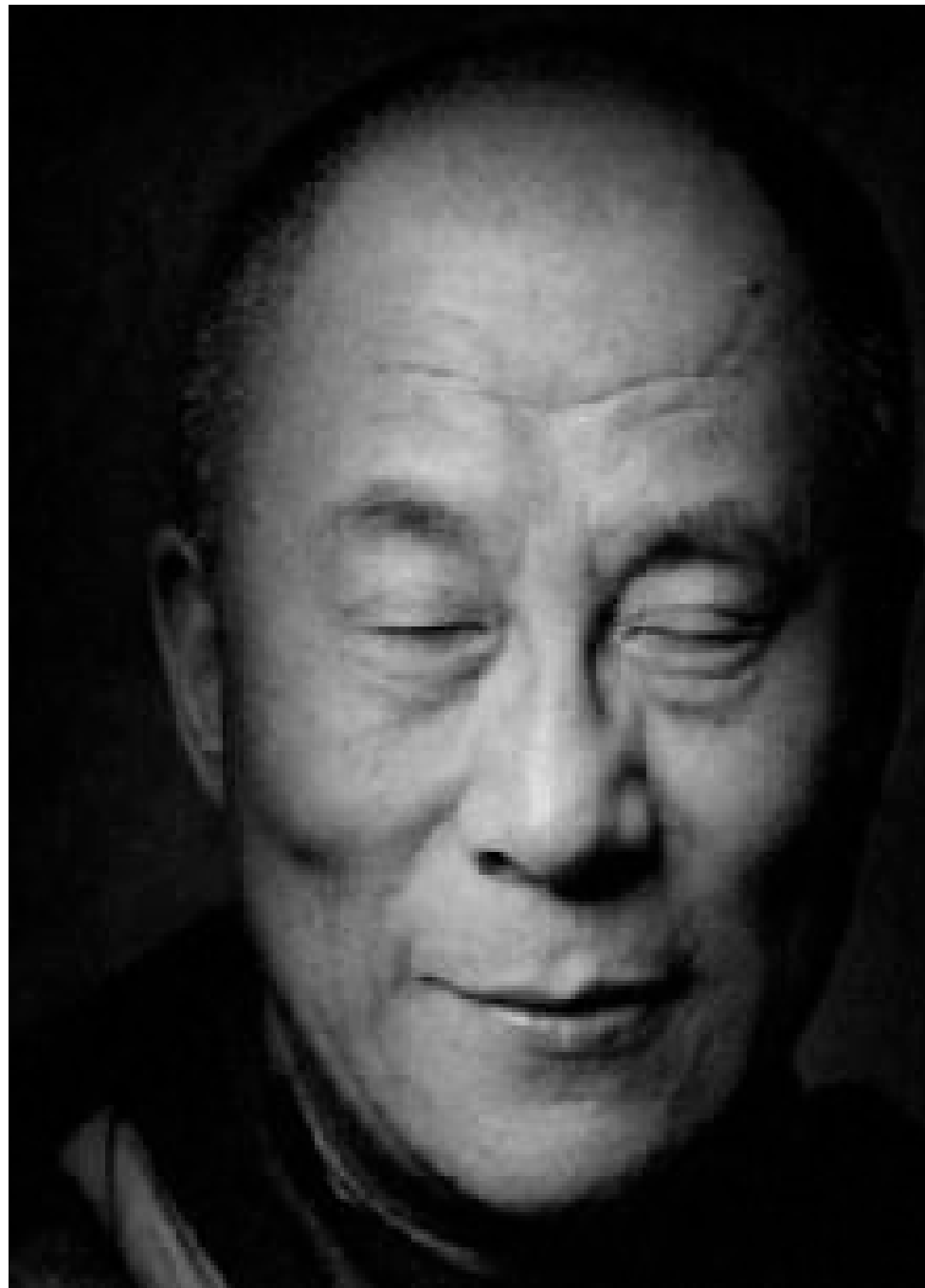
**BETTER PATIENT AND
FAMILY EXPERIENCE**

Evaluation of the e-collaborative



Patient Reach





**When you talk, you
are only repeating
what you know; but
when you listen, you
learn something
new.**

Some resources



patient hub

Find tools to engage patients
and families in improving
health and healthcare



Resource Hub Search

Find tools to engage patients and families in improving health and healthcare

Find resources by:

★ NEWLY ADDED

NEW SEARCH

KEYWORD

INTENDED FOR

SOURCE

CATEGORY

SEARCH

Search Tips:

- For an exact phrase search, put the words in quotes — e.g. "patient safety"
- Use the asterisk(*) to search words with the same root — e.g. advisor* will find records with advisor, advisors or advisory in them.
- Relevant keyword(s) — e.g. planning, framework, co-design, journey mapping, stakeholder needs

All Resources

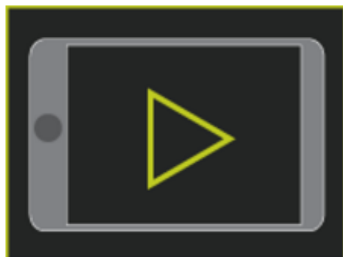
264 items

< 1 2 3 4 ... 13 14 >

A Guide for Implementing Person and Family-Centred Care Education across Health Care Organizations

This guide provides a framework for designing, implementing and evaluating patient- and family-centred care (PFCC) in a long-term care facility. It highlights the importance of engaging clients, residents and families at different stages of the initiative to ensure it reflects their needs and preferences. By constantly communicating with residents and families, an organization is able to reinforce their commitment to improving their experience. In addition, the guide provides sample worksheets and questionnaires to further facilitate implementing PFCC using four key

CFHI Quality Improvement Primer Series



A primer is an on demand video that provides a high-level introduction to a topic aligned with CFHI's quality improvement approach and curriculum.

Each primer includes links to an on demand video and additional resources.

Browse our selection of Quality Improvement Primers and check back frequently for new additions.

Partnering with Patients, Families & Caregivers in Co-designing Care

With the best of intentions, healthcare providers typically design programs based on what we think patients need and want. But how often do we then discover that we've missed the mark— and we don't get the outcomes that we expected? Starting from the premise of expertise by experience, patient engagement involves the active participation of patients, family members or caregivers in decision-making not only in direct care activities, but in the co-design of service improvements, research, and education. This session describes two core design elements for effective partnerships with patients to improve the quality of care and service delivery, and strategies for addressing the three pillars of engagement-capable environments.

Stakeholder Engagement and Mapping: Healthcare Toolkit Essentials

If you want to go fast, go alone. If you want to go far, go together! Involving those who will be affected by your change initiative will lead to a better process, greater community support and buy-in, a better understanding of the local context – and ultimately, a more effective effort. In this Primer, you'll learn how to identify and understand your stakeholders, and the roles they can play in supporting your initiatives. You'll learn how to map the interests and influence of each stakeholder group, paying special attention to

In this section

[INSPIRED Resource Hub](#)

[Patient Engagement Resource Hub](#)

[Organizational Assessment Tool](#)

Quality Improvement Primers

[Resources & Tools](#)

[Reports](#)

[Mythbusters](#)



Quebec COPD initiative casts as wide net in area with many aging, low income smokers

19 percent of admissions to the local hospital in 2013-14 were for patients with a diagnosed respiratory disease, compared to an estimated national rate of 13 percent.



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Fondation canadienne pour
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services de santé**

August 2014

EVIDENCE BOOST: A REVIEW OF RESEARCH HIGHLIGHTING HOW PATIENT ENGAGEMENT CONTRIBUTES TO IMPROVED CARE

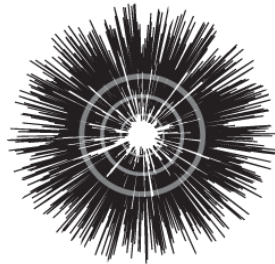
G. Ross Baker, Ph.D.

Institute of Health Policy, Management and Evaluation
University of Toronto

Emerging evidence suggests that patient and family engagement translates into patient and organizational improvements (primarily in the areas of safety and effectiveness) but the mechanisms that translate patient and family engagement into better outcomes are not well understood.

Patient Engagement

Catalyzing Improvement and Innovation in Healthcare



Edited by G. Ross Baker, Maria Judd and Christine Maika

Patient Engagement – Catalyzing Improvement and Innovation in Healthcare

<https://www.longwoods.com/publications/books/24716>

Creating Engagement-capable Environments



Creating Engagement-capable Environments in Healthcare for Innovation and Improvement

April 12, 2017

12:00 – 1:00pm ET

Un service d'interprétation simultanée en français sera offert pour cette séance.

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Thank you.

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