Building Together: The Bridge to Home Collaborative -Improving Patients' Experiences of Transitions from Hospital to Home

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Fondation canadienne pour l'amélioration des services de santé



Alex Harrison, Citizen Partner, Co-Chair, Steering Committee CFHI Bridge-To-Home Collaborative IMAGINE Citizens Collaborating for Health Jessie Checkley, Senior Improvement Lead, Canadian Foundation for Healthcare Improvement

## Objectives

- Explain how patient partnerships have influenced CFHI programming
- Describe CFHI's Bridge to Home Spread collaborative to improve the quality of care and the patient experience of care transitions
- Review lessons learned from CFHI's work in patient engagement and how CFHI will continue to support meaningful engagement of patient partners in the "Bridge to Home"

### Let's make change happen

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



# across Canada



### Canadian Foundation for Healthcare Improvement

### Our strategy

#### Our aim

Accelerate healthcare improvement.

#### Our focus 2017-2018

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

#### What we do

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



Patient & family experience of care



Health of populations



Appropriate care closer to home Frail elderly Palliative care Mental health and addictions Indigenous health Northern and remote

### Population health

-



Enable patient, family and community engagement Build leadership and skill capacily





Apply improvement methodology and coaching Create collaboratives to spread evidence-informed improvement

## Patient and Citizen Engagement at CFHI

- CFHI supports initiatives that engage patients and families in designing, delivering and evaluating health services, with the goal of improving quality of care.
- Co-designing improvements with patients and families leads to new insights and improvements in patient experience and patient outcomes.
- Since 2010, CFHI has supported 51 improvement teams across Canada to build their capacity to meaningfully engage patients and caregivers.

### Why Transitions are an Issue

"When you are leaving the hospital, you are thrust into a situation where you are nervous and vulnerable.

Having the correct understanding of my ( condition and a care action plan is essential for me to confidently manage my care and maintain my quality of life."

-SUE JOHNSON, PATIENT PARTNER

Bridge-to-Home Spread Collaborative: apply now to make change happen.

### **BRIDGE TO HOME**

Partnering with patients and families to improve the patient experience in care transitions from hospital to home.



This collaborative supports implementation of the Patient-Oriented Transition Bundle which includes:

- Written communication for discharge planning\* (PODS)
- Patient education strategies
- Supporting families as partners in care
- Post-discharge follow up care

## **BRIDGE TO HOME**

Partnering with patients and families to improve the patient experience in care transitions from hospital to home.

### **GOALS:**

 Improve the patient and caregiver experience of transitions from hospital to home/community care

 Improve the confidence of patients (and caregivers) to manage their care as they transition to home

- Improve provider experience of care
- Reduce avoidable hospital readmissions
- Enhance the ability of teams to effectively partner with patients and caregivers in improvement initiatives

## What does Patient / Family / Citizen Engagement Mean?



## Engagement in the Bridge to Home Collaborative

- 4 Pillars will be developed WITH Patients & Families
  - Written communication for discharge planning (PODS)
  - Patient education strategies
  - Supporting families as partners in care
  - Post-discharge follow up care



## Engagement for the Bridge to Home Collaborative Teams

- Patient / Family Advisor on Team
  - Application, Steering Committee, Evaluation
- How are Patients / Families involved
  - Now and in the future
- From CFHI
  - Welcome letter, Community of Advisors,

Information / Education – Webinars, Workshop



### For CFHI Engagement is Beyond Advisory Councils Patients and Families as Coaches, Faculty and Members of the Team!



## A Personal Journey with CFHI

• Better Together 2017

Develop materials, Planning Committee, Forum

• CFHI Think Tank Dec 2017

Participant - Identify Transitions as Priority

• Bridge to Home Collaborative

Merit Review Panel, Evaluation Committee,

Co-chair Steering Committee,

Curriculum Development, Faculty for Education events



### **Voices from Past Collaboratives - It's a Partnership**



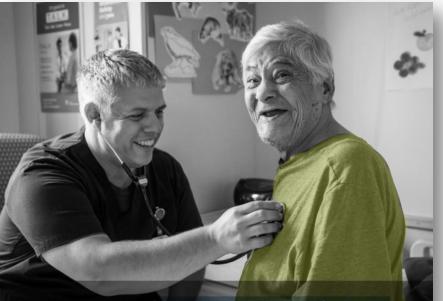
#### 10 LESSONS LEARNED FROM PATIENT AND FAMILY ADVISORS

The Canadian Foundation for Healthcare Improvement (CFHI) works shoulder-to-shoulder with organizations to build their capacity to partner with patients and families to improve quality across the continuum of care. We support patient-centred healthcare improvements that engage patients and families in their design, delivery and evaluation. Co-designing these solutions with patients and families can provide project teams with more diverse perspectives, greater insights, and better results than those experienced if they were working on their own.

Through the work of CFHI collaboratives in quality improvement, Patient and Family Advisors have provided insights into what works best for them to partner in meaningful ways.

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How to successfully engage patients and families in building quality-improvement initiatives

#### 10 INSIGHTS FROM HEALTHCARE PROVIDERS AND LEADERS

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Image above: Healthcare provider and patient from Whitehorse General Hospital (credit: GBP creative) CFH is a not-for-profit organization funded by Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.

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## Voices - It's a Partnership



### Client / Family Advisors Providers and Leaders

- Clarify role
  Recognize value of client perspective
- Involve me from start

• Engage early and often

- Support me
  (Information, a buddy)
- Support me (facilitate Collaboration)

## **Engagement has many faces**



### CONTINUUM - Consultation • Involvement • Partnership / Leadership

LEVELS

- Direct Care
- Organization
- Policy

How do you presently, and how could in the future, involve or co-create with clients / families

- When you provide care,
- When you plan services,
- When you advocate for policy change



https://www.cfhi-fcass.ca/WhatWeDo/PatientEngagement/PatientEngagementResourceHub.aspx



## Thank you!

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