

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

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IMAGINE Citizens Collaborating for Health



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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.

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

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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10 INSIGHTS FROM HEALTHCARE PROVIDERS AND LEADERS

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, healthcare providers and leaders have provided insights on what worked for them to partner effectively with patients and families in their quality improvement initiatives.

Image above: Healthcare provider and patient from
Whitehorse General Hospital (credit: GBP creative)
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Voices - It's a Partnership



Client / Family Advisors

- Clarify role
- Involve me from start
- Support me
(Information, a buddy)

Providers and Leaders

- Recognize value of client perspective
- Engage early and often
- 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

Patient Engagement Resource Hub

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



Thank you!

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