



Patient Engagement 101



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



**Patient
Voices
Network**

ADMINISTERED BY
BC PATIENT SAFETY & QUALITY COUNCIL



Meet our Presenters

Layton Engwer



Cassy Mitchell



Positive Participation

No guilt,
shame, or
blame.

Be here. Be
present

Be open-
minded.

Leave the
stories; take
the ideas.

Lean into the
uncomfortable

Challenge
ideas not
people.



Learning Outcomes

- To explore the why, when, and how of patient engagement
- An introduction to engagement best practices
- To introduce patient engagement resources & the role of Patient Voices Network (PVN)
- Additional support (optional coaching session-upon request)



Impromptu Networking

- Groups of 3
- 5 minutes in the breakout room
- Introduce yourselves and share your answer to “I’m most excited when...”



Context Setting

Draft Team-Based Care Policy

Principles for collaborative team-based care include:

- Person and Family-Centred Care, and
- Patient and Community Engagement

BC Health Quality Matrix



Defining Patient Engagement

Patient engagement is the act of involving the patient and their family in decision-making, design, planning, delivery and evaluation of health services.

IN SCOPE



- To apply meaningful principles to engage patient partners at both the practice & partnership level

OUT OF SCOPE



- Patient/provider engagement at the point of care
- Community wide engagement e.g., public consultations

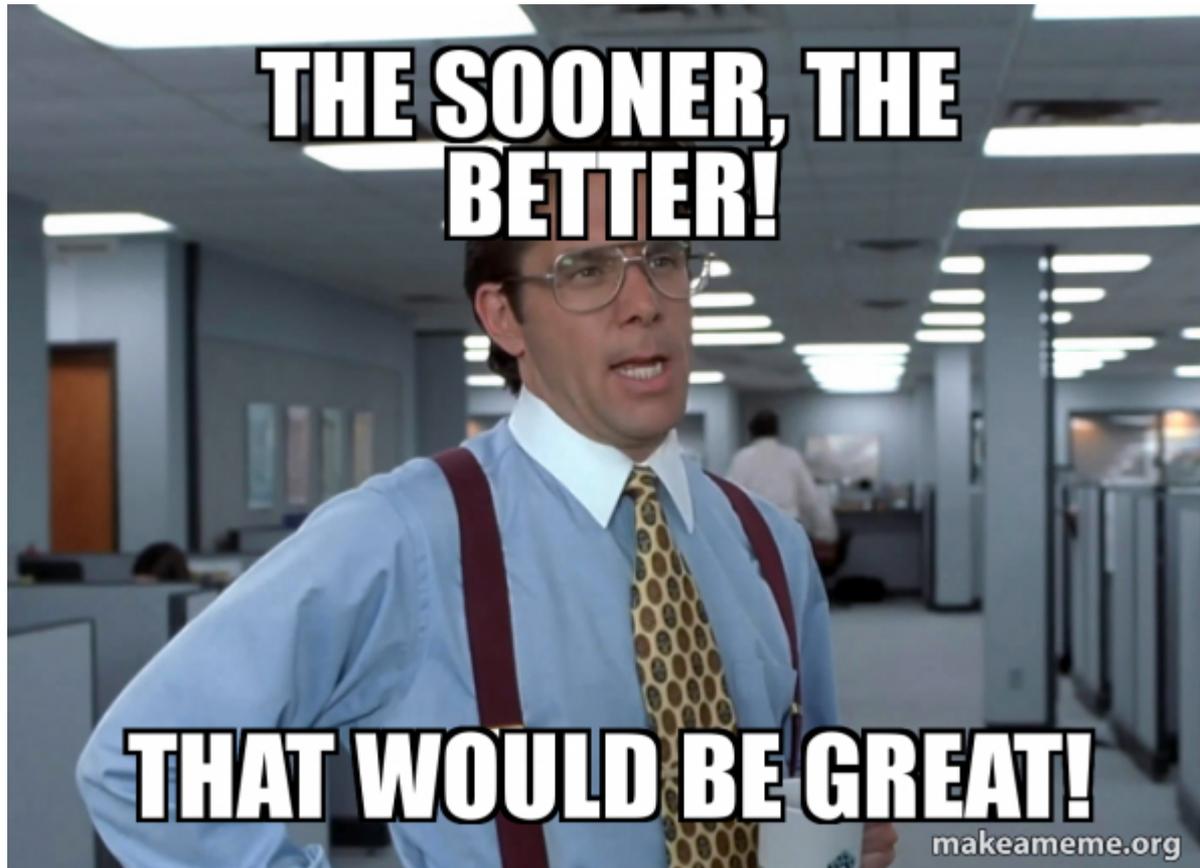


Examples of Patient Engagement in Team-Based Care

- Communications Planning
- Resource Development
- Measurement & Evaluation e.g., patient experience surveys/interviews
- Working Groups e.g., Cultural Safety & Humility/Indigenous Health, Virtual Care etc.
- PCN Steering Committees (governance)
- Ministry of Health Advisory Groups – provincial level involvement



When to Engage Patient Partners?



**A kind heart and guiding hand are
what's required to get started with
patient engagement**



6 Principles of Authentic Engagement

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.



How to Get Ready



What does your team need to think and talk about before including patient partners?



Resource Alert

- [Health Care Partner Readiness Checklist](#)
- [Opportunity Preparation Checklist](#)



What's the plan?

In our work, where is the best place to include patient partners?



Resources

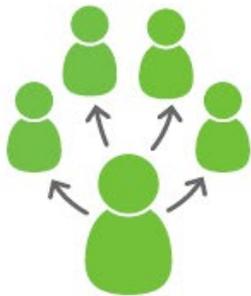
Resource Alert

- [A Guide to Patient Engagement](#)
- [Diversity, Equity & Inclusion- Elevating the Voices of All British Columbians](#)
- [Cultural Safe Engagement](#)
- [Culturally Safe Engagement: Companion Guide](#)

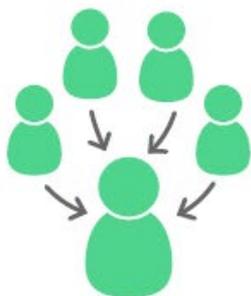


Role Clarity

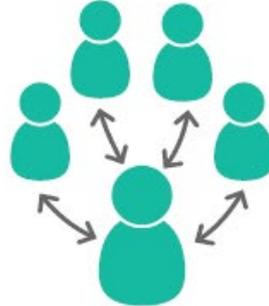
Inform



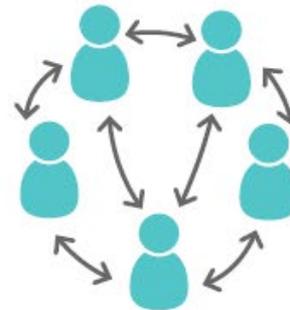
Consult



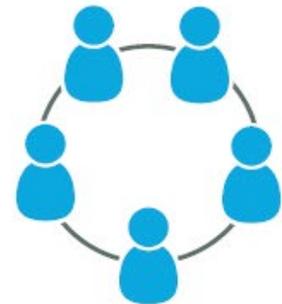
Involve



Collaborate



Empower



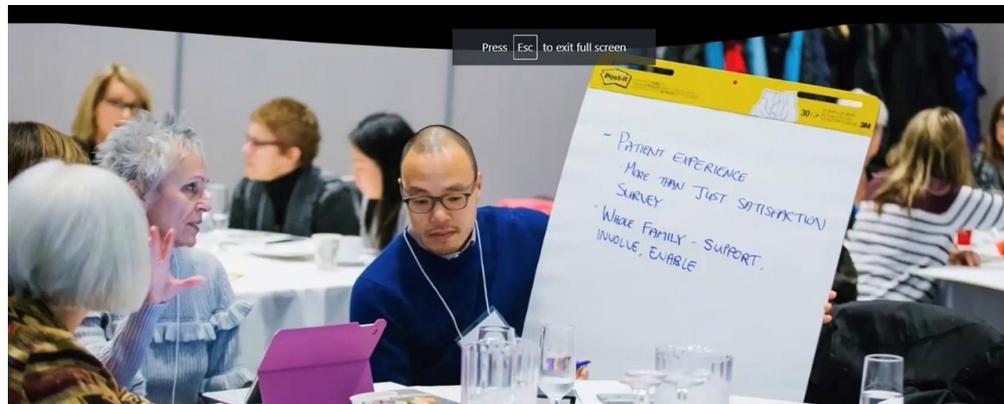
Resource Alert

- [IAP2 Spectrum of Public Participation](#)



Finding Patient Partners

Where are the best places to find patient partners for your work?



Resource Alert

- [PVN Website](#)



Connection Before Content

What are ways we can get to know our patient partners?



Supporting Patient Partners

How are you going to support and check-in with your patient partners?



Resource Alert

- [PVN Patient Partner Commitments](#)



Closing the Loop

What ideas do we have about ensuring patient partners know how their input has influenced the work or services?



CLOSING THE LOOP

Resource Alert

- [Top Ten Tips for Closing the Loop](#)



Summary of Resources

- [Health Care Partner Readiness Checklist](#)
- [Opportunity Preparation Checklist](#)
- [A Guide to Patient Engagement](#)
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- [Culturally Safe Engagement](#)
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- [Top Ten Tips for Closing the Loop](#)



Next Steps

- Optional coaching session to follow
- Additional webinars on patient engagement – Winter-Spring 2022



Wrap-Up

A group check-out:

One thing I'll start doing as a result of this webinar is



Contact

When it doubt...reach out for help!

BC Patient Safety & Quality Council

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Web: <https://patientvoicesbc.ca/>

<https://bcpsqc.ca/>



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