



# **Real-Time Patient Advisory Groups: Novel Opportunities for Learning and Improvement**

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# Project Team



- From UHN - Toronto Rehab
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# Goal of Project



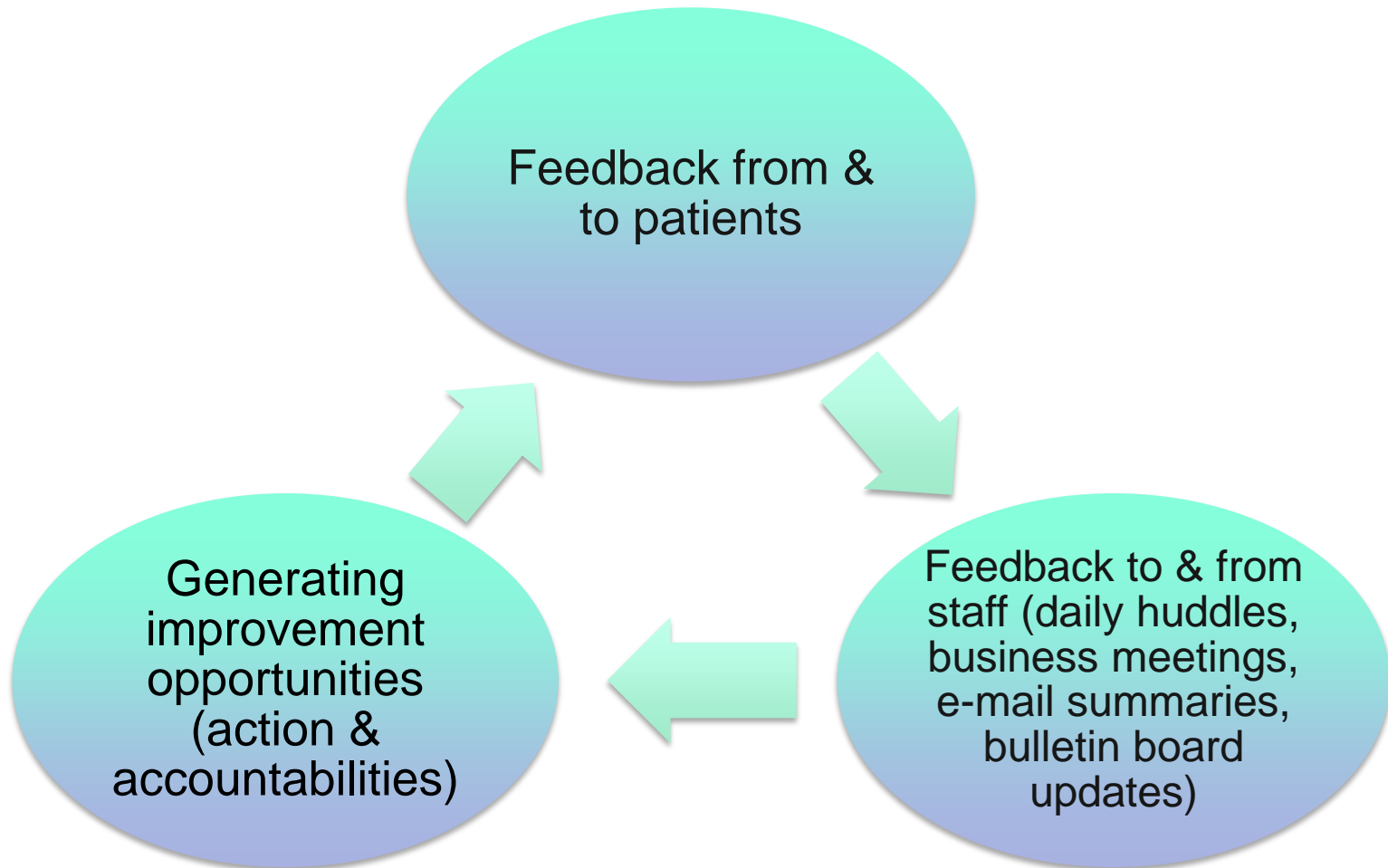
1. To develop ‘real-time patient advisory groups’ as an informal yet structured mechanism in which to obtain real-time patient feedback
2. To develop a model for using the feedback derived from such groups for learning and patient-centred improvements

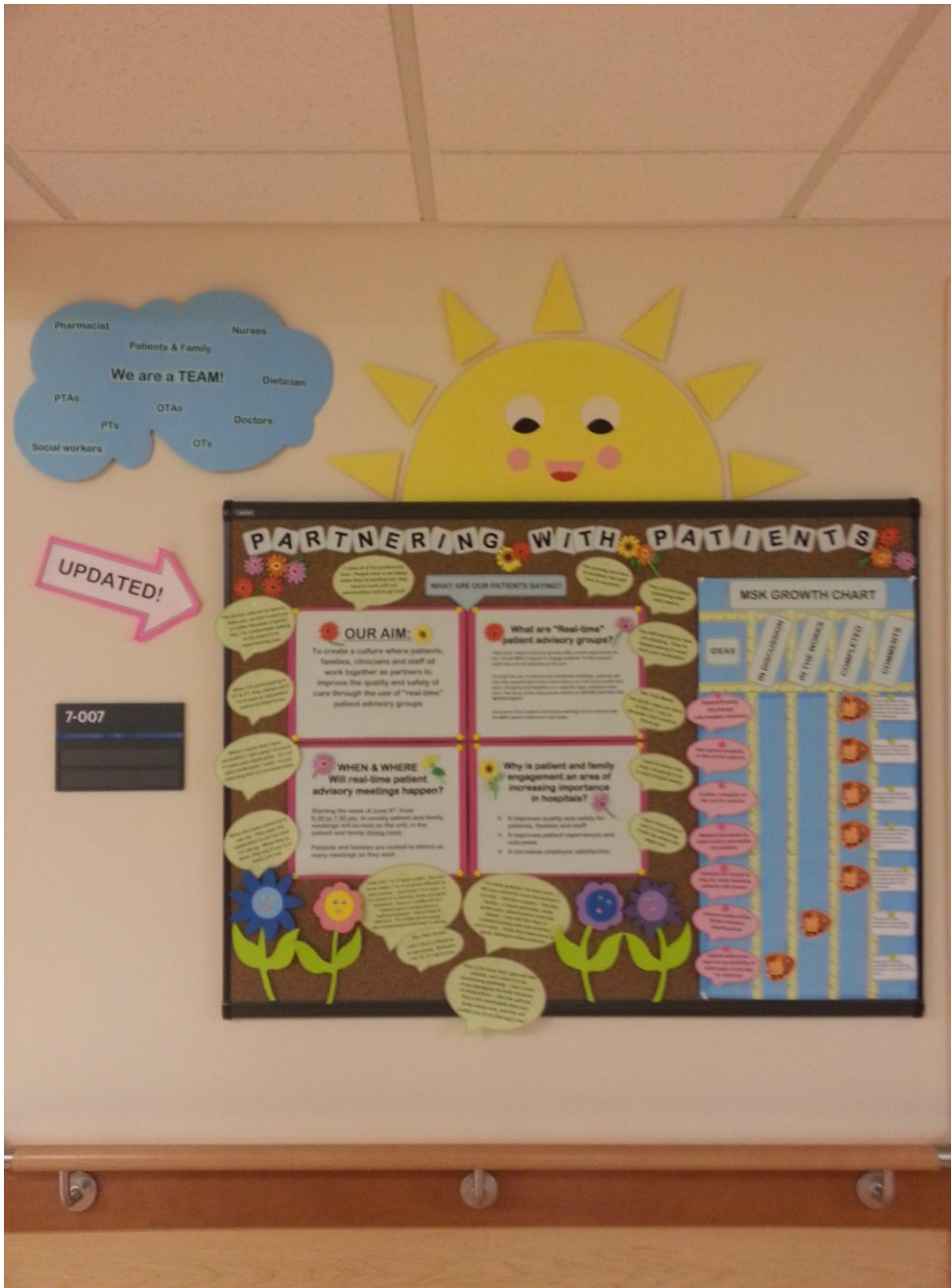
# Real-Time Patient Advisory Groups

- Since June 2014 – 15 real-time groups conducted on one MSK inpatient unit (attendance ranging from 25-60% of census)
- Topics generated by patients, staff, leaders, scheduled RIEs:
  - Admission process
  - Discharge process
  - Goal setting
  - Patient role in recovery
  - Being part of the ‘team’
  - Pain management
- Feb 2015 – commenced real-time groups in MSK outpatient program



# Closing the Loop





# Evaluation of Real-Time Groups

- Developmental evaluation approach using mixed methods at different time points
  - Surveys
  - Interviews
  - Focus groups
- Perspectives from staff & patients
- Examination of feedback provided, opportunities generated, actions taken



# Evaluation of Real-time Groups

## Patient and Staff Perspectives

- Explicit demonstration of the program's interest in the patient experience & to improve service
- “Opened the door” to ongoing dialogue & feedback, within & beyond the groups
- Offer peer to peer support & info sharing
- Collective voice is more powerful for action
  - Tangible changes noted in relatively short timeframe
- Closing the loop is essential to build partnerships





# What's Next?

- Sustainability & Spread
  - Spread to outpatient MSK, potentially to other programs
  - Link with other QI structures (e.g. LEAN)
- Development of Quality Councils that embed patient advisors as part of the Council & QI teams



# Key Enablers of 'Real-Time Groups'

- Creating a comfortable environment to generate open discussion about experiences
- Staff engagement is necessary for patient engagement
- Development of communication processes & accountabilities for action
  - Building capacity within the team
- Strong & visible leadership support





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