From Bedside to Boardroom: Exploring Patient Engagement Opportunities in Rehab

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Objectives

● To identify principles of patient engagement and explore how they apply to both:
  ○ Direct patient care
  ○ Broader organizational contexts

● To share strategies and resources for applying these principles in a rehabilitation context
Who we are
"Though we tremble before uncertain futures, may we meet illness, death and adversity with strength, may we dance in the face of our fears"

Gloria E. Anzaldúa
What does patient engagement mean to you?
What is patient engagement?

“...patients, families and health providers actively collaborating to improve Ontario’s health system.

“...health providers work with patients and families to understand their needs, and respond to them”

Health Quality Ontario

http://www.hqontario.ca/Engaging-Patients/What-is-Patient-Engagement
3 Attributes

Patient Engagement

What is patient engagement?

Relationship between patients and care providers to:

“promote and support active patient and public involvement in health and healthcare and to strengthen their influence on healthcare decisions, at both the individual and collective levels.”

Angela Coulter
Model of Public Engagement

Patient engagement occurs:

- during the care experience
- within the microsystem of the clinic or ward
- within the healthcare organization
- within the larger community

James Conway
Institute for Healthcare Improvement
EXHIBIT 1
A Multidimensional Framework For Patient And Family Engagement In Health And Health Care

Framework for Patient & Family Engagement

A shift in approach...
Why bother?

By making patients/clients co-producers of their health, it will enhance:

- **Satisfaction / experience**
- **Sense of responsibility**
  - **Clinical outcomes:**
    - costs
    - patient safety
    - care coordination
    - best practice development
  - **Staff communication and job satisfaction**
In partnership with the client and family:

- The team collaborates **directly** with each individual client and their family to deliver care services
- Clients and families are as involved as they wish to be in care delivery

With input from clients and families:

- Input from clients and families is sought collectively through advisory committees or groups, formal surveys or focus groups, or informal day-to-day feedback
- Input can be obtained in a number of ways and at various times and is utilized across the organization
Minister’s Patient and Family Advisory Council

Engaging Patients and Families in Healthcare Decision-making

Engaging patients and families at all levels of the healthcare system is a key commitment of the Ministry of Health and Long-Term Care.

Embedding patient engagement across the ministry and the healthcare system will move us towards a health system of the future that is centred on the needs and values of patients and families.

We want you to tell us how we can change and improve Ontario’s health system. Your input will help us:

- improve quality, safety and the health care experience of patients and their caregivers
- make sure programs and policies reflect patient needs
- improve how patients and their caregivers access, understand and use information and services to make healthcare decisions

Whether you’re a patient, caregiver or simply interested in health care, we want your input on decisions that affect patients and families.

Learn more about patient engagement at the Ministry by becoming a patient advisor to the Ontario healthcare system.

Learn more about patient engagement in your local community by contacting your Local Health Integration Network (LHIN). All LHINs have established Patient and Family Advisory committees.

The Minister’s Patient and Family Advisory Council

The Minister’s Patient and Family Advisory Council (PFAC) is the first of its kind in Canada, and few others are doing as much to engage patients and families at the system level.
Goal: Interprofessional Collaboration

A partnership between a team of health providers and a client in a participatory, collaborative and coordinated approach to shared decision-making around health and social issues.

Role Clarification

Learners/practitioners understand their own role and the roles of those in other professions, and use this knowledge appropriately to establish and meet patient/client/family and community goals.

Interprofessional Conflict Resolution

Learners/practitioners actively engage self and others, including the patient/client/family, in dealing effectively with interprofessional conflict.

Team Functioning

Learners/practitioners understand the principles of team dynamics and group processes to enable effective interprofessional team collaboration.

Collaborative Leadership

Learners and practitioners work together with all participants, including patients/clients/families, to formulate, implement and evaluate care/services to enhance health outcomes.

Contextual Issues

Quality Improvement

Interprofessional Communication

Learners/practitioners from varying professions communicate with each other in a collaborative, responsive and responsible manner.

Interprofessional Collaboration

Learners/practitioners seek out, integrate and value, as a partner, the input and the engagement of patient/client/family/community in designing and implementing care/services.

Patient/Client/Family/Community-Centred Care

Learners/practitioners consider the impact of care on patient/client/family/community in designing and implementing care/services.

Simple

Complex
What else is guiding our approach?
**Patient and Community Engagement Policy**

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<th>Sunnybrook Health Sciences Centre</th>
<th>Policy No.</th>
<th>ADM-119</th>
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<td>Title</td>
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<td>Administration</td>
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<td>Senior Leadership Team</td>
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The Sunnybrook Intranet document is considered the most current. Please ensure that you have reviewed all linked documents and other referenced materials within this page.

**POLICY STATEMENT**

It is the policy of Sunnybrook Health Sciences Centre to engage patients, families and communities in organizational activity, including patient care, education, research and corporate decision-making. This engagement ensures that Sunnybrook makes decisions with the confidence that patients, families and communities have been included in decisions that affect them.

**RATIONALE**

Engagement strengthens communication, collaboration, transparency, and trust between the Hospital and our patients, families and communities.

Involving patients, families and communities in planning and decision-making processes will facilitate the development and delivery of health services, policies and programs that are better informed, more responsive to patient and community needs and more likely to achieve better outcomes.
Clinical Best Practices

- Quality Dying
- Mobility
- Skin & Wound
- Falls
- Vascular Access
- Pain
- Smoking Cessation

Person-Centred Care
Patient as Educator

Strategic Priorities

- Strategic Priority 1: Patient as Educator
- Strategic Priority 2: Team-Based Learning
- Strategic Priority 3: Learner Experience and Culture
- Strategic Priority 4: Education Scholarship
Interprofessional Education
Organizational Level

- Policy creation
- Committee membership
- Recruitment
- Performance review processes
- Strategic planning
- Research and quality improvement
What is patient oriented research?

“... when patients meaningfully and actively collaborate in the governance, priority setting, and conduct of research, as well as in summarizing, distributing, sharing, and applying its resulting knowledge.”

CIHR
http://www.cihr-irsc.gc.ca/e/45851.html
Meaningful and active collaboration in governance, priority setting, conducting research and/or knowledge translation

Spectrum of engagement

Inform    Consult    Involve    Collaborate    Empower

- To provide with information
- To obtain feedback
- To work with to develop alternatives
- To partner in each aspect of decision-making
- To decide

Quality Improvement
Quality Framework

SAFE
EFFECTIVE
EFFICIENT

COMPASSION
QUALITY CULTURE
PARTNERS
Why bother?

• Moral argument - right to be involved in publicly funded endeavours that impact them
• Makes research investments more accountable and transparent
• New insights discovery & innovation
• Ensures research is relevant to patients' concerns
• Involving patients in the planning stages of a research design better results
How do we do this?
Collaborative Change Leadership

http://www.ipe.utoronto.ca/initiatives/interprofessional-education
Patient Engagement Strategy

Patient Engagement E-Toolbox: PFAC

Patient & Family Advisory Committee: Engagement E-Toolbox

The below documents will help you establish a Patient & Family Advisory Committee.

- Patient Advisor Guidebook
- Patient Application Form
- Interview Questions
- Role Description
- Sample Terms of Reference (use to help to create your own)
Person-Centred Approach

- Active listening
- Learning what is important to the patient
Capturing the Patient Voice

- Narratives
- Patient reported outcomes
Health Literacy

1. Slow down
2. Focus on main points
3. Use plain language
4. Check for understanding
Experience Based Design

## Toronto Stroke Networks - Patient and Family Experience Questionnaire

### Interaction with staff during care

- I felt ....
  - [ ] Empowered
  - [ ] Grateful
  - [ ] Hopeful
  - [ ] Optimistic
  - [ ] Satisfied
  - [ ] Supported
  - [ ] Valued
  - [ ] Safe
  - Sense of accomplishment

- What else did you feel? Add here:

### How things were communicated to you

- I felt ....
  - [ ] Empowered
  - [ ] Grateful
  - [ ] Hopeful
  - [ ] Optimistic
  - [ ] Satisfied
  - [ ] Supported
  - [ ] Valued
  - [ ] Safe
  - Sense of accomplishment

- What else did you feel? Add here:

### Knowing what was going to happen next/ feeling prepared

- I felt ....
  - [ ] Empowered
  - [ ] Grateful
  - [ ] Hopeful
  - [ ] Optimistic
  - [ ] Satisfied
  - [ ] Supported
  - [ ] Valued
  - [ ] Safe
  - Sense of accomplishment

- What else did you feel? Add here:

### Why? What happened?

- 

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Tips for Successful Engagement

- Mutual respect & trust
- Role clarity
- Appreciation & support
- Avoiding ‘tokenism’
- Creativity and flexibility
- Awareness of power and hierarchy issues
What examples can you share?

What are the possibilities for you and your teams?
What are you curious about
Resources

Health Quality Ontario
http://www.hqontario.ca/Patient-Engagement/Health-Quality-Ontario-and-Patient-Engagement

Minister’s Patient and Family Advisory Council

Patients Canada
www.patientscanada.ca

University of Toronto - Centre for IPE
http://www.ipe.utoronto.ca/

Experience-Based Design

The King’s Fund
https://www.kingsfund.org.uk/projects/ebcd

Partners in Research
https://knowledgetranslation.net/education-training/partners-in-research/

Engaging Patients in Patient Safety