

Welcome

Patient partnerships – Rm.#9

SWAHN Conference

October 13, 2017

2:25-3:25pm

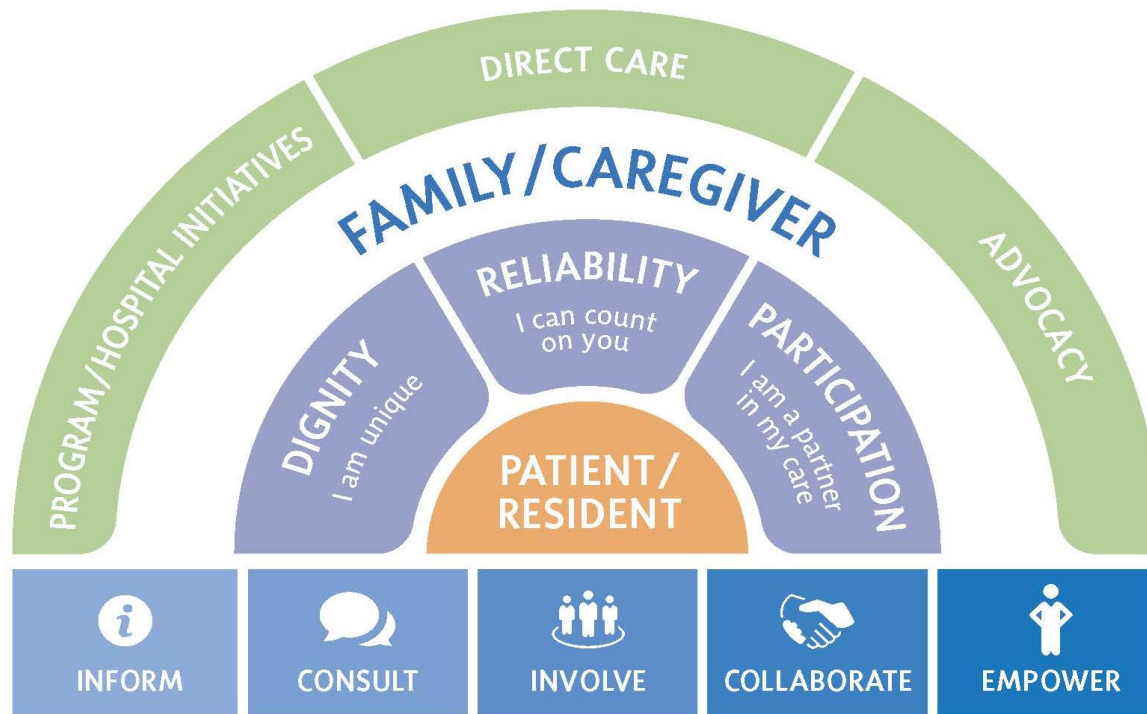
Outline

- **Joan's Story**
- **Improving CARE Together Project**
- **Co-Design Approaches for Patient/Family Partnerships**

Joan's Story

Care Partnership

ST. JOSEPH'S JOURNEY OF CARE WITH
PATIENTS | RESIDENTS | FAMILIES | CAREGIVERS





Improving CARE Together

Changing CARE Project

Changing CARE Project

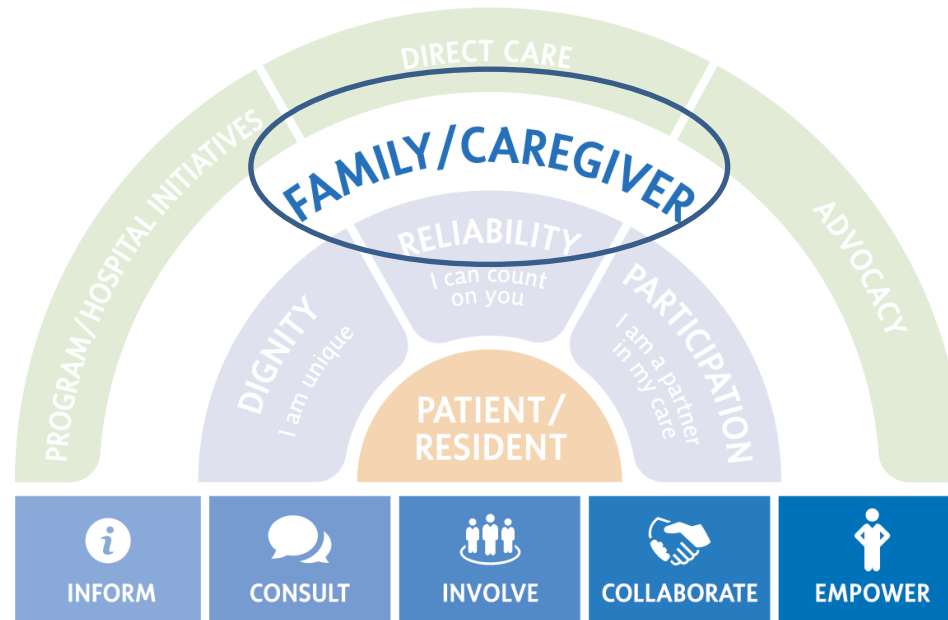
Proposal Process

- Funding call for health care organizations to submit Expression of Interest to improve caregiver engagement
 - 73 organizations submitted
 - 11 invited to submit full proposal and participate in in-person interview
 - **4 projects funded at \$2.5M each over 3 years**
 - Huron Perth Healthcare Alliance
 - St. Joseph's Health Care London
 - Sinai Health System – Wood-Green
 - Cornwall Hospital

Care Partnership Framework

Care Partnership

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Changing CARE



Project Goal: Improve family caregiver engagement and acknowledgement in program planning and direct clinical care at St. Joseph's Health Care London.

Communication

Better communication and information exchange between family caregivers and health care providers.

Assessment

More identification and assessment of family caregivers to determine their needs, abilities, and expectations.

Recognition

Beginning formal recognition of the role family caregivers play in our system by everyone on the patient's care teams.

Education

More opportunities for family caregiver support and education to develop key care skills, from counselling to medical task training.

Participation!

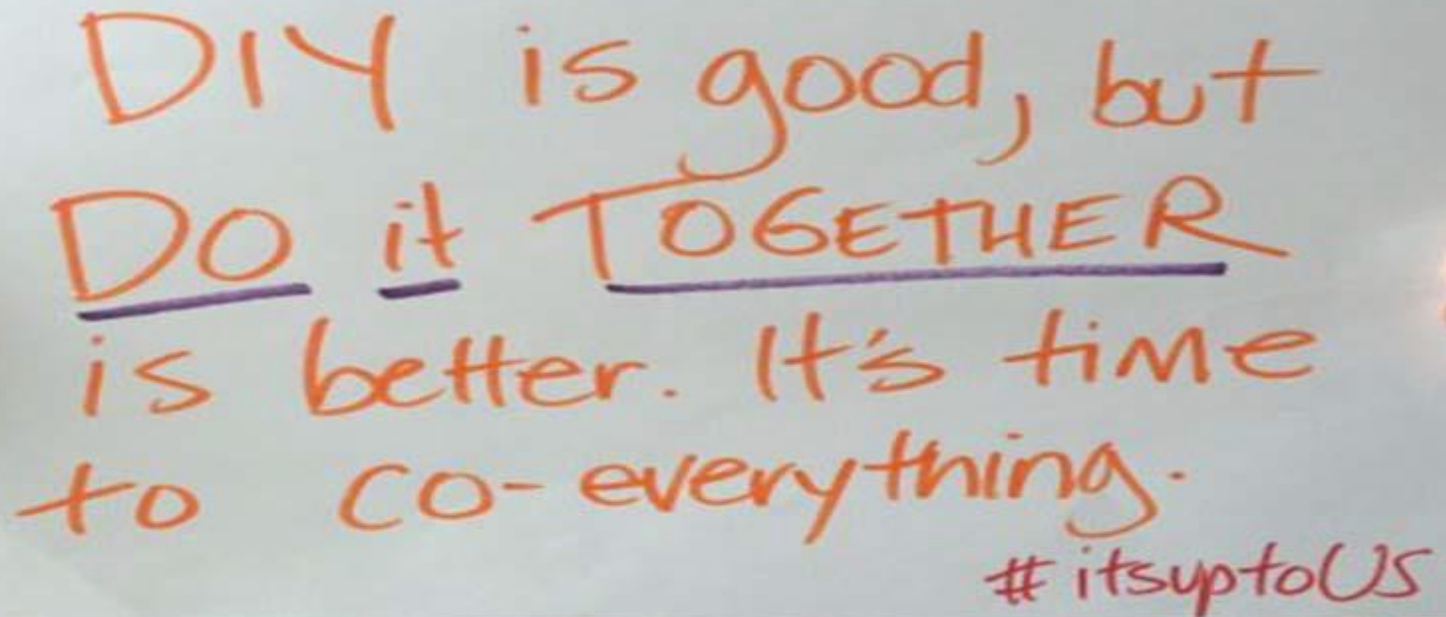
Tell us about how you are currently engaging or involving patients and families in your practice or work.

How do you think we could better support patients and family caregivers?

How will we accomplish this work?

Experience Based Co-Design

Patient/Family Caregiver + Staff = CO-DESIGN



DIY is good, but
DO it TOGETHER
is better. It's time
to co-everything.
#itsuptoUS

Engagement and Co-Design



We don't listen to our users and we do the designing



We listen to our users (gathering feedback) then go off and do the designing



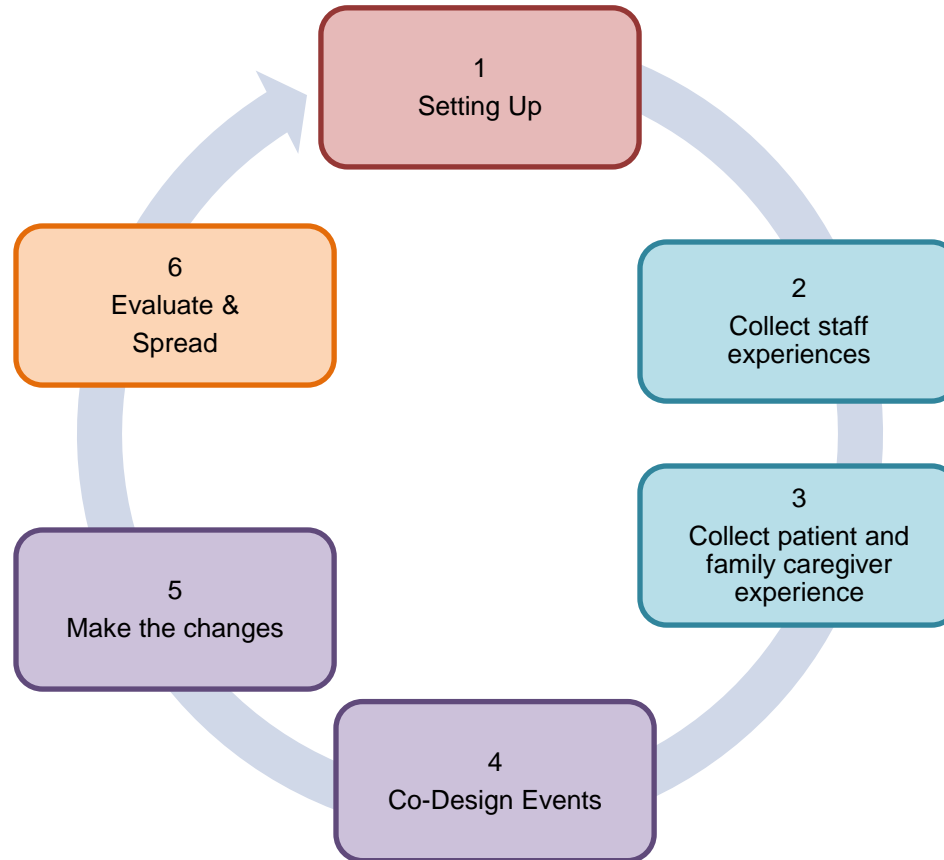
We listen to our users and then go off with them to do the designing (co-design)

What is Experience Based Co-Design?

- *Gathering experiences from patients, family caregivers and staff through a number of different mechanisms. Patients, family caregivers and staff are brought together to explore the findings and identify/implement activities that will improve the service* (The Kings Fund, <https://www.kingsfund.org.uk/projects/ebcd>)

- [What is experience based co-design?](#)

Co-Design Phases



Slide adapted from The Point of Care Foundation slide deck

Discovery Phase Findings – Health Care Providers

*“If we’re going to make anything easier for patients and family caregivers, **it really has to be rooted in the culture**, at the ground level.”*

*“Nobody is asking to be in the position that they’re in [in the hospital]. **It’s our job to ensure that these people [patients and families] are being looked after...**”*

“Consistent, regular communication is so important...”

Other Engagement Techniques

- **Focus groups or interviews to gather experiences to influence QI projects**
- **Patient and Family Advisory Councils**
- **Patient and Family caregiver representation on committees or project teams to provide input**

Specific Engagement Strategies

Partnering with Patients and Families

- Offer education to both staff and patients/families
- Use plain language/avoid jargon
- Meet at times and places that are accessible and appropriate for patients/families
- Involve diverse group of individual (including the “hard to reach” populations)
- “Close the Loop”

Breakout Discussion

What specific recommendations/information did you learn from the Health Quality Ontario and St. Joseph's Health Care London experiences **that will help you to consider implementing** a similar project in your institution?

What **additional information, resources, and support are needed** to enhance engagement of patients/families in projects?

What are your recommendations for SWAHN's next steps concerning the advancement and/or implementation of patient partnership framework initiatives in the region?