

The Voices of Patients and Caregivers

... are so important

Health Quality Ontario

Let's make our health system healthier



Measuring Up: How Well Are We Doing?

Measuring Up 2016

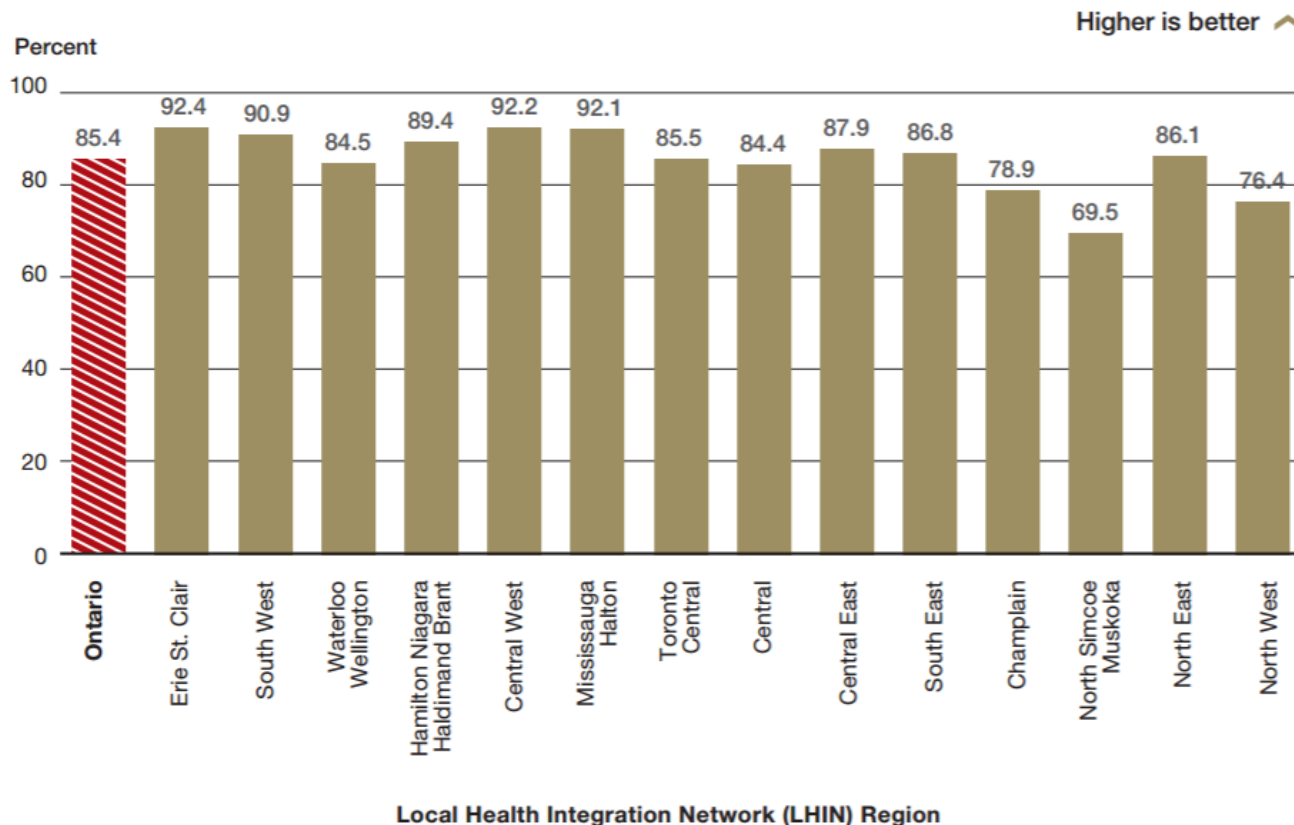
A yearly report on how
Ontario's health system
is performing



Wait time for personal support services among adult complex home care patients varies

FIGURE 5.2

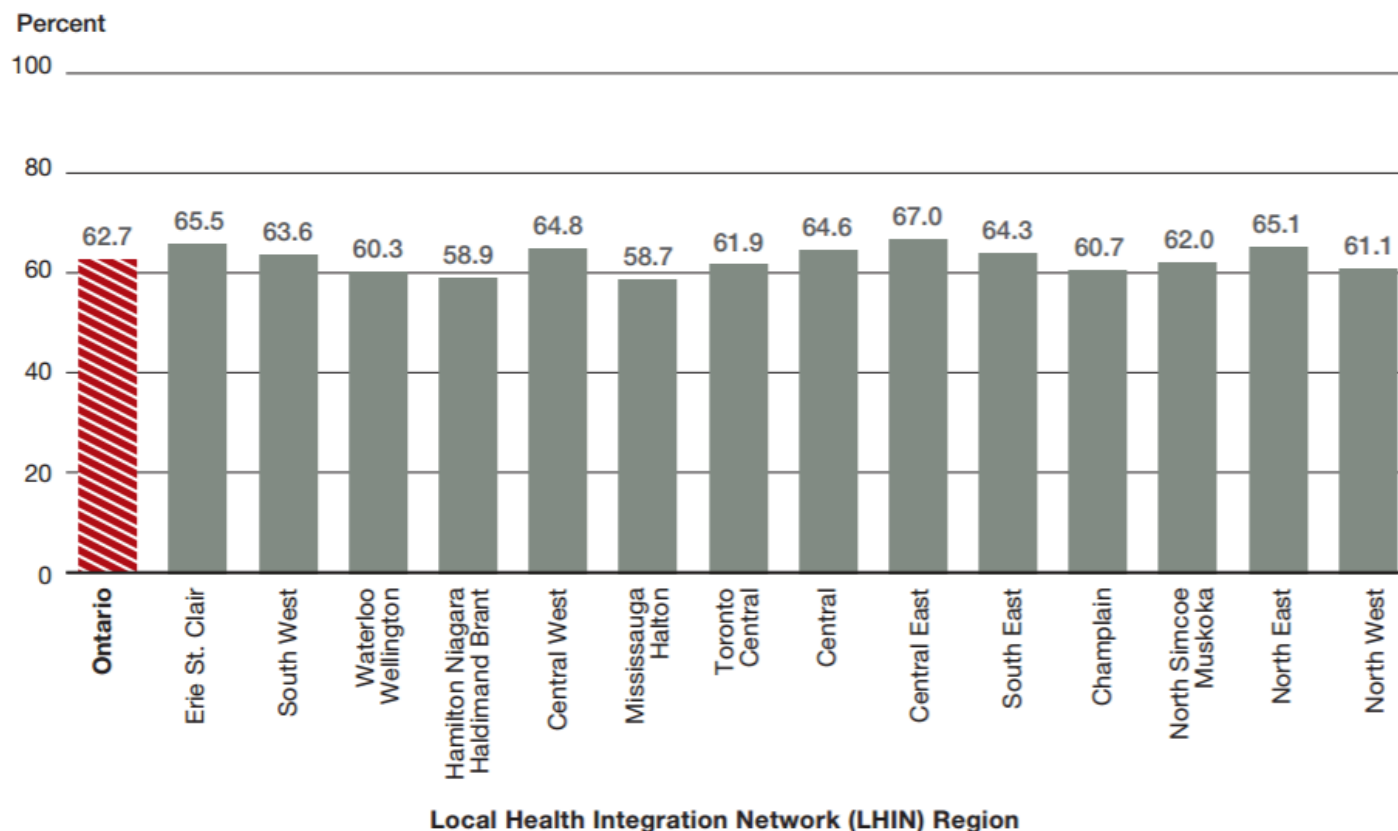
Percentage of home care patients aged 19 and older with complex needs who received their first personal support visit within five days of authorization, in Ontario, by LHIN region, 2014/15



Nearly two-third of patients who received palliative care had an unplanned emergency department visit

FIGURE 8.3

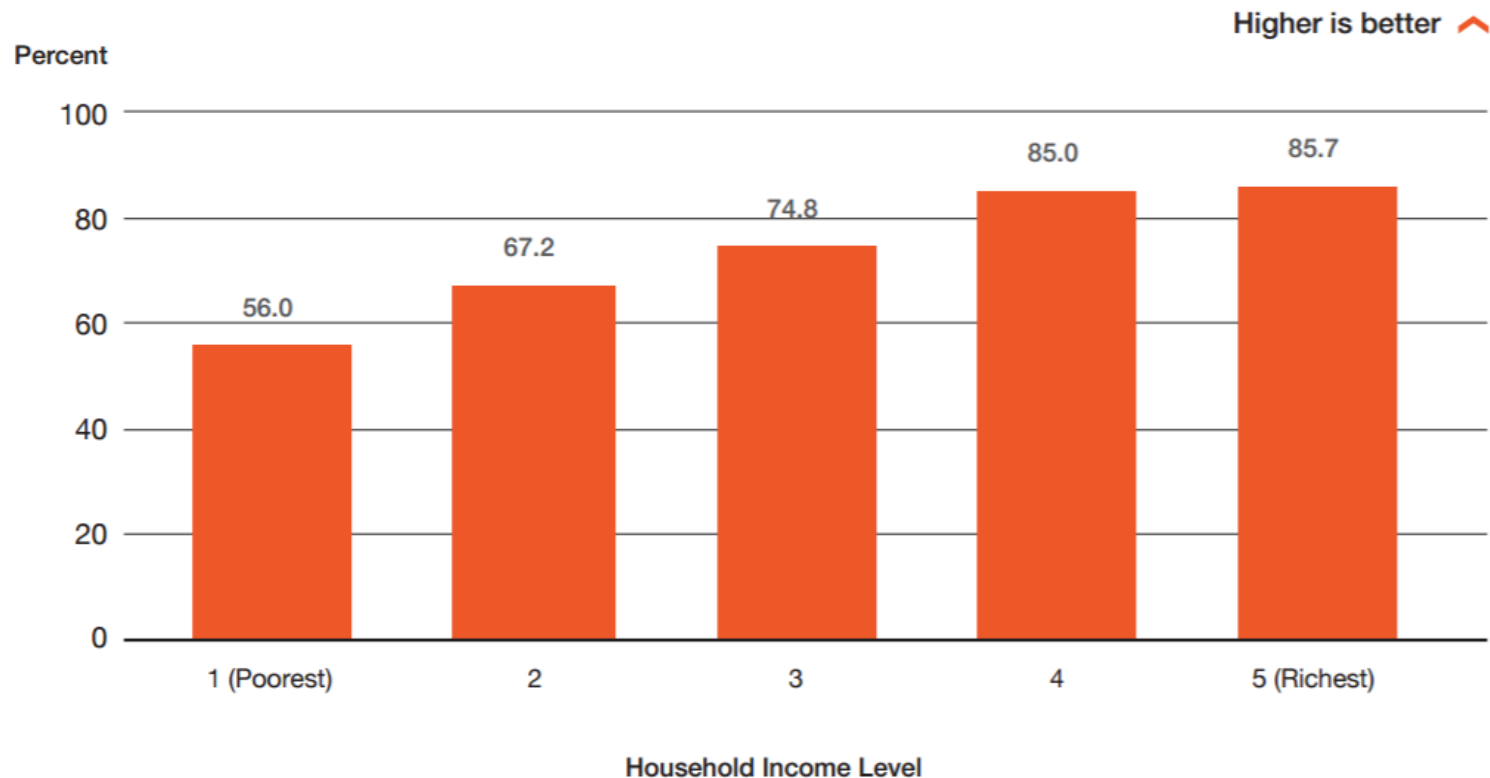
Percentage of palliative care patients who had at least one unplanned emergency department visit in their last 30 days of life, in Ontario, by LHIN region, 2014/15



Lower proportion of people living in the poorest neighbourhoods have prescription medication insurance

FIGURE 11.6

Percentage of survey respondents, aged 12 to 64, who report having prescription medication insurance, in Ontario, by household income level, 2014





“I know we’re blessed in many ways, that much of what we need is covered, but we’re hungry, and scared we’ll lose power, and we’re exhausted from all the health issues all these years.”

– Mary, Brian’s partner

◀ Brian, a stroke victim who needs multiple prescription medications

Our Patient Engagement Program



Share your experiences as a resident or family member

Health Quality Ontario is looking for volunteer advisors from across the province

Great care starts with you

Be a part of Health Quality Ontario's work in improving the quality of patient-centred health care in Ontario

Visit hqontario.ca/engage to learn more and sign up

Health Quality Ontario is the provincial advisor on the quality of health care in Ontario. As a volunteer advisor, your recommendations will help spread good health care practices across Ontario.



Ontario's Patient and Public Engagement Landscape

Patient-provider relationship:

- Choosing Wisely Canada
- Decision-aids, teach back, patient education, co-design of care plans

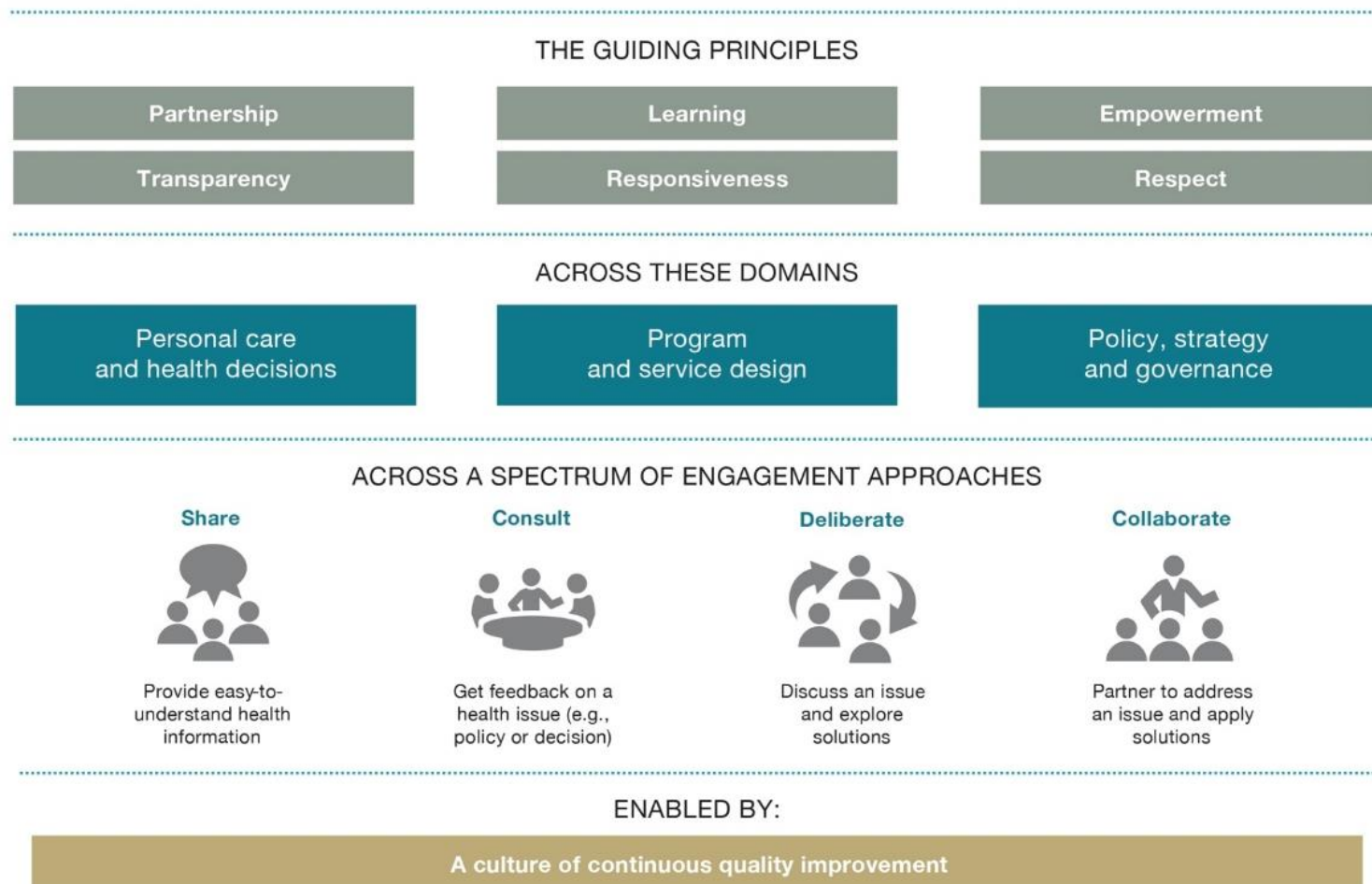
Health Care Organizations:

- Advisory councils in hospitals, agencies and long-term care
- Public engagement in quality improvement
- New patient relations process

Health care system:

- LHIN Community Engagement and Patient, Family and Public Advisory Councils
- Ontario Citizens Council
- Health Links
- Patients Included Conferences
- Ministry of Health and Long-Term Care's Patient, Family and Public Advisors Council

Ontario's Patient Engagement Framework





Use the Framework to:

- **Learn** about the principles, practices and opportunities to engage in every domain of care
- **Assess** your organization or community's engagement activity
- **Plan** in a purposeful, integrated way, informed by best practice



Ontario's Patient Engagement Framework

Creating a strong culture of patient engagement to support high quality health care

**Health Quality
Ontario**

Let's make our health system healthier



Our Companion Guide

<http://www.hqontario.ca/Portals/0/documents/pe/ontario-patient-engagement-framework-en.pdf>

Our Vision

From the shortest visit to the longest stay, we earn complete confidence in the care we provide, and make a lasting difference in the quest to live fully.

Our Mission

We help all who come to us for care to maintain and improve their health. We work with people to minimize the effects of injury, disease and disability. We do this by pursuing excellence in care, research and education in a wide range of hospital, clinic, long term and community-based settings.

In the spirit of our founders, we care in the example of Jesus Christ and in keeping with our values. We attend to the wholeness of each person – body, mind and spirit. We are a life-affirming community, nurturing a living spirituality through all stages of life, health, suffering and death. We ensure ongoing ethical reflection.

We advocate for those who are vulnerable and without a voice. We actively pursue and build partnerships to create a better health care system.

Our Values

Respect • Excellence • Compassion



Our Patients

Guided by their voices; excellence always

STRATEGIC PRIORITIES

1. Ensure patients and families are full partners in their care, and in the design, measurement and improvement of care.
2. Embrace the relentless pursuit of safety – everywhere.
3. Optimize transitions through the care system with an eye for patients, residents and families.

Our People

We are passionate and fulfilled in our service

STRATEGIC PRIORITIES

1. Achieve leadership excellence.
2. Enhance staff well-being and safety.
3. Lead in staff and physician engagement.
4. Develop high performing teams.

Clinical, Education and Research Excellence

Drive the best practices of tomorrow

STRATEGIC PRIORITIES

1. Recovery and rehabilitation - body, mind and spirit.
2. Integrated complex chronic disease management.
3. Innovation in ambulatory surgery.

Our Patients:

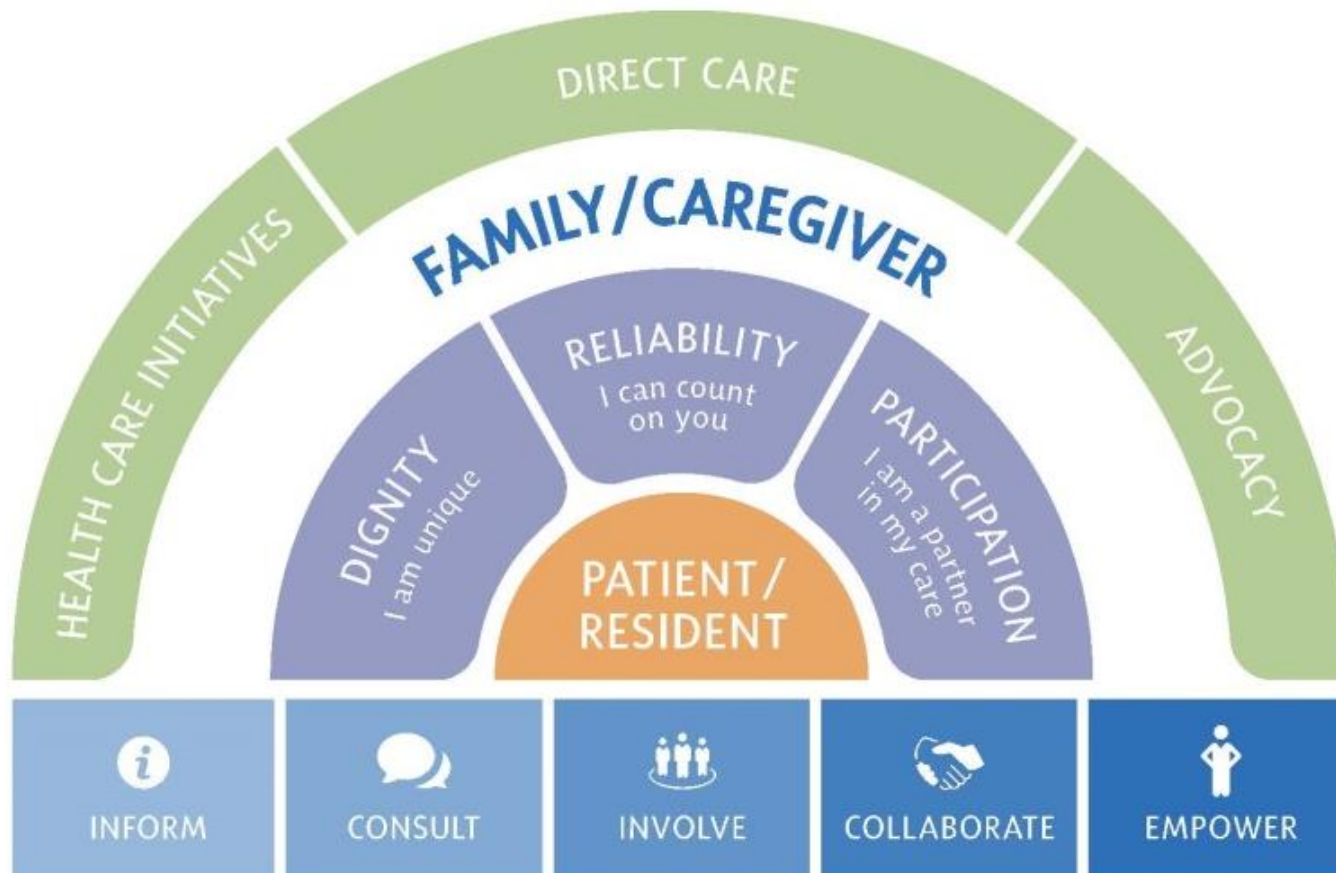
Guided by their voices, excellence always

Strategic Priorities

1. Ensure patients and their families are full partners in their care, and in the design, measurement, and improvement of care.
2. Embrace the relentless pursuit of safety – everywhere.
3. Optimize transitions through the care system with and for patients, residents, and families.

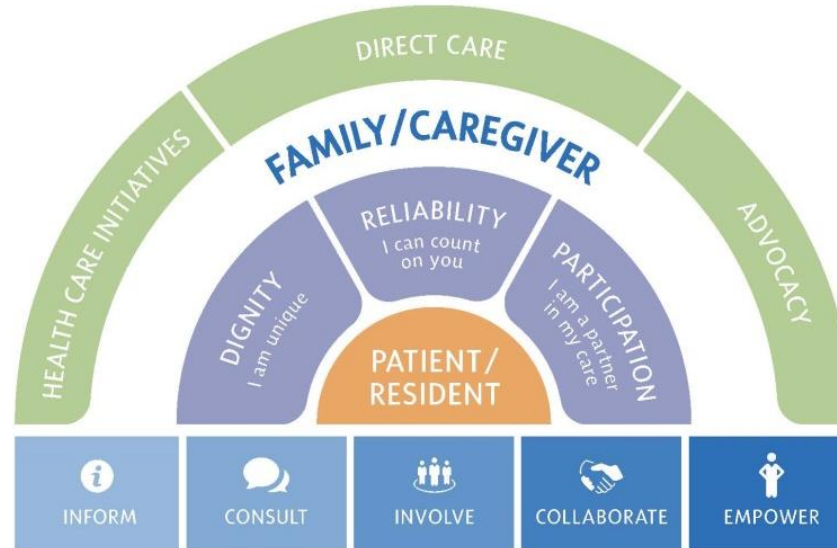
Care Partnership

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



Care Partnership

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



| | | | | | |
|---|--|--|--|---|---|
| DIRECT CARE <i>Decisions about personal care and health care</i> | Patient/family is provided information and rational about decisions that are made by healthcare providers | Patient/family is asked to provide feedback to healthcare providers about decision | Patient's/family's aspirations and concerns are considered and healthcare provider factors them into decision | Patient/family and health care provider partner to develop and assess alternatives; decision is made with patient/family | Patient/family has sufficient information to make autonomous decision |
| PROGRAM/HOSPITAL INITIATIVES <i>Decisions about quality of care, and quality of service</i> | Patient/family is informed about decision using appropriate method of communication ie conversation, sign, letter, website posting | Patient/family has opportunities to give leaders/healthcare providers feedback about the unit/program/organization projects and initiatives ie rounding, surveys, focus groups | Patient/family is part of a committee or working group. Leaders/healthcare providers consider patient's/family's aspirations and concerns and factor them into decisions | Patient/family and leaders/healthcare providers partner in developing alternatives and preferred solutions: patient co-chair's working group or committee | Patient/family representatives make final decisions about aspects of unit/program/organization initiatives |
| ADVOCACY <i>Decisions about how health care is delivered</i> | Patients/family/citizens are informed about leaders/governors advocacy for system change | Patients/family/citizens provide feedback prior to leaders/governors advocating for system change | Patients/family/citizens' aspirations and concerns are considered and factored into leaders/governors advocacy efforts | Patients/family/citizens partner with leaders/governors to advocate in developing alternatives and preferred solutions; system advocacy is done with patients/family/citizens | Patients/family/citizens advocate for system change based on the information and tools provided to them by leaders/governors and supported by leaders/governors |

Thank you.

LET'S CONTINUE THE CONVERSATION:



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