

Patient Engagement at Capital Health – a Journey of Emergence

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The question informing our journey

To what extent should a patient seeking care in a publicly-funded healthcare system expect the same rights and responsibilities as a citizen living in a democratic society?

Suggested responses:

- A) Patients have a right and a responsibility to be involved in decisions about their care, in the same way citizens have a right and responsibility to be involved in public decisions.
- B) There are parallels but the situations are not exactly the same.
- C) The situations are not at all the same and cannot be compared.
- D) I don't know.

Setting the stage

Health Authorities Act, 2001

Strategic Quest, 2007

What would it take for Capital Health to become a world-leading haven for people-centered health, healing and learning?

Inconvenient Truths

Capital Health's approach to health is not holistic

Capital Health is not people-centred

Capital Health is complicit in "the politics" of health care

Capital Health is not prepared to engage our partners and citizens

Capital Health does not empower people and communities

Capital Health has lost sight of its academic mission

Declaration of Health

Setting the Stage

- International Association of Public Participation (IAP2): using global best practices for public participation to practice of patient engagement.
- Transformational Leadership, Person-Centered Care, Citizen Engagement & Accountability are key enabling strategies
- Engagement policy articulates vision, values and guiding principles
- 2013 Milestones for patient involvement and policy compliance
- Collaborative Care Initiative: the platform from which we link a transformational strategy to a compelling operational priority

Our Emerging Values of Patient Engagement adapted from the IAP2 Core Values for Public Participation

- Starts with the belief that patients are empowered decision-makers.
- Includes the promise that the patient's values, needs, desires, aspirations and experience will influence health care decisions.
- Promotes sustainable decisions by recognizing and communicating the needs and interests of all members of the health care team, including patients, their family members and health care providers.
- Seeks out and facilitates the involvement of those potentially affected by or interested in patient care planning and health care decisions.

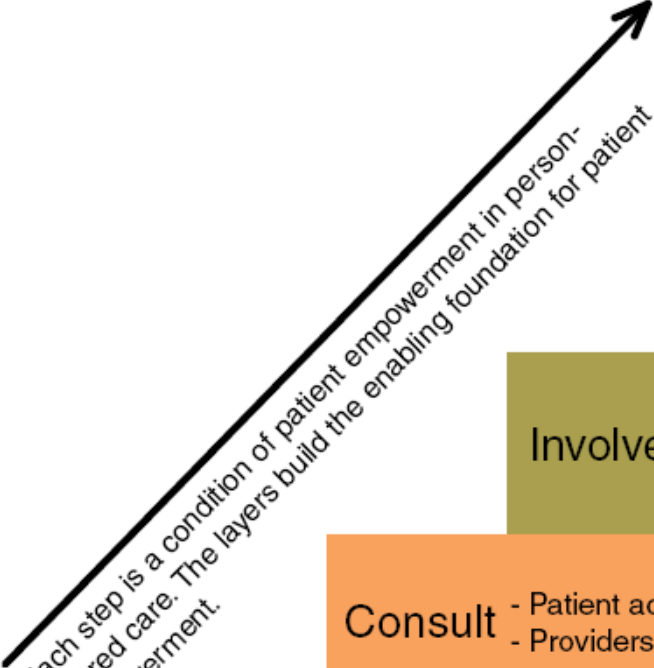
Our Emerging Values of Patient Engagement adapted from the IAP2 Core Values for Public Participation

- Involves seeking input from patients in determining how they participate in their care planning and decisions.
- Provides patients with the information they need to participate in the health care team in a meaningful way.
- Patients understand how their input influenced care planning and decisions.

Note: The principles and practices of patient engagement are done within the context of all relevant laws and policies respecting privacy and confidentiality.

Spectrum of Patient Engagement

(concepts adapted from the IAP2 Spectrum of Public Participation)



Each step is a condition of patient empowerment in person-centred care. The layers build the enabling foundation for patient empowerment.



Empower

- Patient has decision-making power
- Patient empowered to choose involvement
- Provider respect/support for patient choice

Collaborate

- Patient is an active part of care team
- Full team collaboration on plans

Involve

- Patient fully involved on team
- Care team explores/understands concerns, aspirations, expectations
- Care plan reflects concerns, aspirations, expectations

Consult

- Patient actively consulted on role, planning, decision-making
- Providers able to show patient influence

Inform

- Patient fully informed (situation, options, team, plans, etc.)
- Information easy to understand and accessible
- Patient understands rights and responsibilities

Person-centred health welcomes the patient as a full-fledged member of the health care team, respects their ownership and rights to their own health and recognizes that a healthy person needs a healthy community. Capital Health will care for the whole person before us with our hearts, as well as our hands and minds.

Insights

- It's about changing a culture: can't be a 'one-off' project or committee disconnected from organizational vision and values.
- Changing the culture of a public sector organization in the absence of a public policy imperative.
- Only “engage” if you are prepared to have your mind changed.

Insights

- Commit to authentic and meaningful engagement:
- Trust-based sustainable relationships with an accountability for openness to diverse opinions and ideas and transparency with information, actions and decisions.
- Time, space, support and openness are essential.
- We all need to change let go of old ways, explore new ones: providers, patients, leaders and taxpayers.

Measuring Progress

- Demonstrated leadership capabilities
- 100% policy compliance by 2013
- Patient involvement in decision-making
- Patient satisfaction, outcomes and QI
- Public involvement in priority-setting
- Public support for shared accountability

Top Three Lessons

#1: Take the time to create a strong foundation.

- Go Slow to go fast: Vision, values, principles and policy.
- Learn from and leverage the best of what you're already doing and is being done elsewhere.
- Connect the dots to enable sense-making, alignment and relevance.

Top Three Lessons

#2: Engagement is a transformative strategy

- Policy “legislates” expectations for transformation of cultural norms and professional obligations
- Take time to explore what is required for systems, cultural, societal changes: we only take responsibility for that which we’ve helped to create.
- Requires a change in approach to communication and information sharing; openness and transparency

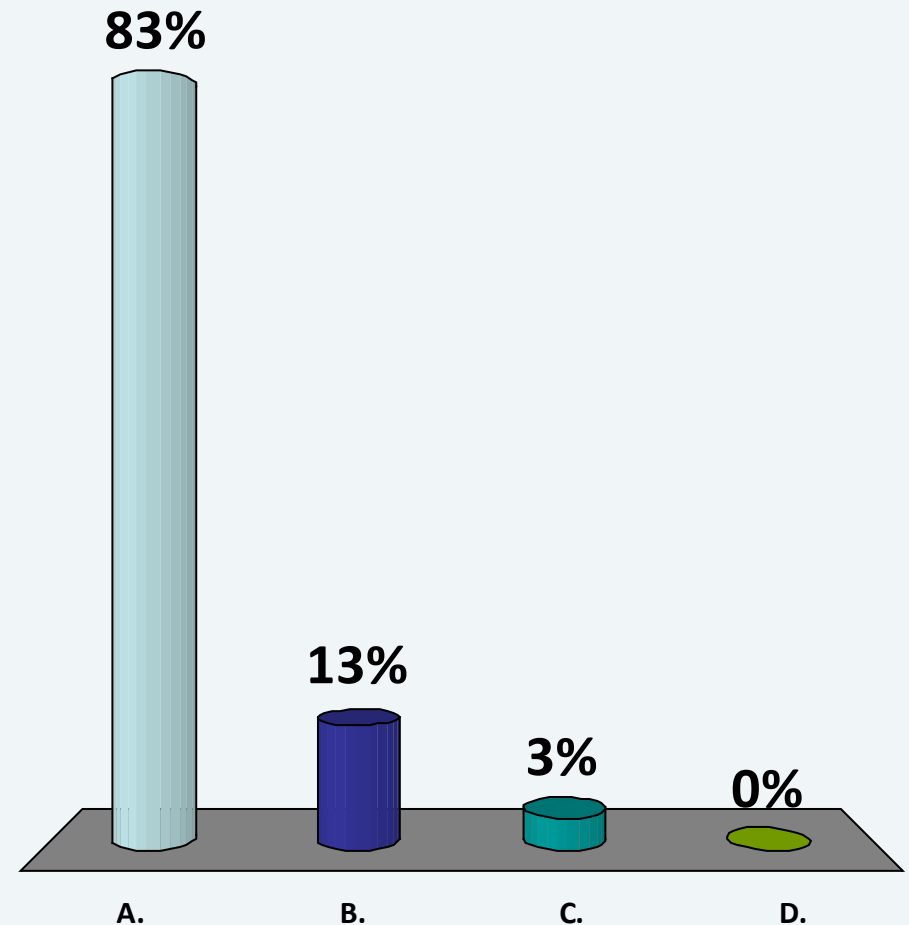
Top Three Lessons

#3: Be patient, agile and open to enable emergence

- Let Go. Hang On.
- New leadership capabilities: what got us here won't get us there.
- You don't know what you don't know: Be prepared to change your mind.
- Create time and space for emergence: need a new approach to “project management”.

To what extent should a patient seeking care in a publicly-funded healthcare system expect the same rights and responsibilities as a citizen in a democratic society?

- A. Patients have a right and responsibility to be involved in their decisions about their care in the same way that citizens have a right and responsibility to be involved in public decisions.
- B. There are parallels but the situations are not exactly the same.
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Thank you