

CFHI Quality Improvement Primer: Partnering with Patients, Families & Caregivers in Co-designing Care

Watch the Primer: <https://youtu.be/4cUbjVoSxt4>

(Duration: 14:48)



Faculty

Patricia O'Connor, RN, MScN, CHE, FCCHL. Consultant, CFHI Improvement Advisor and Faculty, Former Chief Nursing Officer-McGill University Health Centre

Abstract

With the best of intentions, healthcare providers typically design programs based on what we think patients need and want. But how often do we then discover that we've missed the mark—and we don't get the outcomes that we expected? Starting from the premise of *expertise by experience*, patient engagement involves the active participation of patients, family members or caregivers in decision-making not only in direct care activities, but in the co-design of service improvements, research, and education. This session describes two core design elements for effective partnerships with patients to improve the quality of care and service delivery, and strategies for addressing the three pillars of engagement-capable environments.

Objectives

- Recognize the value-add of partnering with patients, families, and caregivers to improve care delivery by addressing 2 core co-design elements
- Understand the continuum of patient/public participation in care and service design at the direct care level, and at the organizational and policy levels
- Mobilize to create engagement-capable environments

Additional Resources

- Presentation slides: <http://www.cfhi-fcass.ca/sf-docs/default-source/on-call/primer-videos/qi-primer-patient-engagement-e.pdf>
- Baker, GR, Judd, M, Maika, C. (Editors). (2016). *Patient Engagement -- Catalyzing Improvement and Innovation in Healthcare*. Toronto, ON. Longwoods Publishing Corp.
- Carman, K., Dardess, P., Maurer, M., Sofaer, S., Adams, K., Bechtel, C., Sweeney, J. (2013). Patient and Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies. *Health Affairs*, 36(9), 223-231.
- CFHI Patient Engagement Resource Hub.
- <http://www.cfhi-fcass.ca/WhatWeDo/PatientEngagement/PatientEngagementResourceHub.aspx>
- Alberta Health Services. A Resource Toolkit for Engaging Patient and Families at the Planning Table. <http://www.albertahealthservices.ca/assets/info/pf/pe/if-pf-pe-engage-toolkit.pdf>

This document was created by the Canadian Foundation for Healthcare Improvement which has now amalgamated with the Canadian Patient Safety Institute to become Healthcare Excellence Canada. There may still be references to the former organizations as well as their logos and visual identities.