Engaging Patients in Patient Safety – a Canadian Guide

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Purpose of the Guide

• Issue:
  – Need and demand for patient engagement
  – Overwhelming amount of resources
    • Few by and for patient partners; few on patient safety

• Aim:
  – Help patients and providers partner more effectively in making care safer

• What:
  – A comprehensive guide for patient engagement in patient safety based on evidence and best practices
Partners and Action Team

• Atlantic Health Patient Safety and Quality Collaborative
• Canadian Patient Safety Institute
• Health Quality Ontario
• Patients for Patient Safety Canada
• Accreditation Canada
• Alberta Health Services
• BC Patient Safety and Quality Council
• Canadian Foundation for Healthcare Improvement
• Centre of Excellence on Partnership with Patients and the Public
• HealthcareCAN
• Health Quality Council of Alberta
• IMAGINE Citizens Collaborating for Health
• Manitoba Institute for Patient Safety
• Manitoba Ministry of Health
• Ontario Ministry of Health and Long Term Care
• Ontario Hospital Association
• Saskatchewan Health Quality Council
• University Health Network
• Universite de Montreal
Development Process (Co-design)

• Needs assessment
  – Action Team, Focus Groups, Interviews, Scans
• Outline and scoping
  – Action Team, Focus Groups
• Content development
  – Drafts, pilot test
  – Launch
• Maintenance
  – Quarterly
Guide Features

• Content:
  • Practical
  • Complements existing resources
  • Informed by and targeted to all
  • For any setting, sector, system level
  • Continuously updated

• Complementary resources:
  • PE Network – Facebook, LinkedIn
  • PE Resource Hub – CFHI
  • More to come

http://www.patientsafetyinstitute.ca/en/toolsResources/Patient-Engagement-Resources/Pages/default.aspx
Structure

• 4 chapters - each includes
  – Guidance
  – What YOU can do (summary)
    • Patients, patient partners
    • Providers, patient engagement specialists
    • Leaders, governors
  – Practice example(s)
  – References
• Tools and resources
• Canadian scan

What you can do

Organizations Supporting Patient Engagement

> Canadian Patient Organizations
> Provincial patient organizations
> Canadian Organizations
> Provincial and Territorial Organizations
Patients, providers, leaders, researchers, and policy makers now agree that engaging patients and families is essential to safe care. Partnering with patients shows respect, values their insights and experience, and empowers them to take an active role in their care. Many organizations, from hospitals, to home and community care, long-term care and primary care facilities are making great strides towards patient engagement, but people are

- Why partner
- Current state of patient engagement
- Evidence of benefits and impact
- Challenges and enablers
- Embedding and sustaining patient engagement
Partners at the point of care

Healthcare safety requires that patients and families partner with providers to prevent patient safety incidents. When these incidents do happen, patients, families, and providers can take actions to protect those involved from further harm, allow them to heal and understand what happened, and to make improvements to the process or system. Rather than blaming or punishing, the goal is to balance and understand care processes and systems that may cause patient safety incidents. How patients, families, and healthcare providers interact at the point of care is central. There is a significant opportunity for

- Partnering in patient safety
  - What it means, why, and how; Priorities
- Partnering in incident management
  - Reporting; Disclosure; Incident analysis
Partners in building safe care organizations and systems

- Preparing for patient engagement
  - People: roles and responsibilities; Process: recruitment, orientation, support

- Partnering in patient safety
  - Plans and initiatives

- Partnering in incident management
  - Reporting; Analysis

Safe care is the most important outcome for patients and families, providers, and organizations. To realize improvements in care safety, healthcare organizations and providers need to partner with patients in all aspects of patient safety, from prevention to incident response.

Partnering with patients and families for quality and safety in organizations and systems helps:

- Inform changes to processes and policies that shift to safer, more patient-centred care.
Introduction: measures, plans, methods
At the point of care: measures, tools
At the organizational and system levels: measures, tools
Evaluating patient engagement integration:
Implementation of patient engagement, culture
Next Steps

• Dissemination and knowledge transfer
• Maintenance – quarterly
  – New content: glossary; practice examples; initiatives
  – Short, practical, visually appealing content

Visit:
http://www.patientsafetyinstitute.ca/EngagingPatients

Contact us:
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Questions, Feedback, Recommendations

DISCUSSION