

PATIENT AND FAMILY ENGAGEMENT AT TOH

Inspired by research.
Driven by compassion.

Inspiré par la recherche.
Guidé par la compassion.



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Senior Management Team. March 8, 2017



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WHY ARE WE HERE?

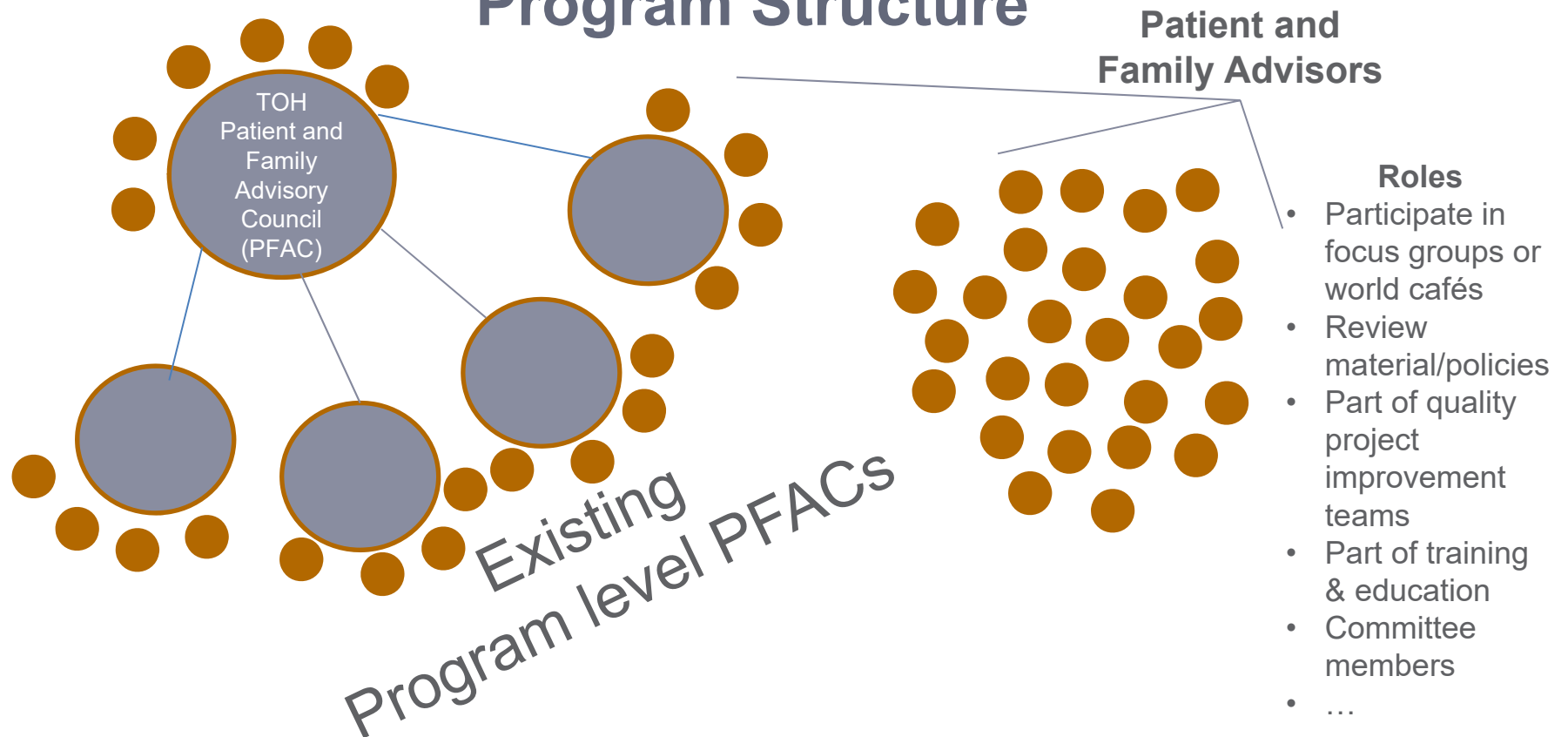
- ▶ To share highlights of work that has been done to engage patients and families at TOH
- ▶ To seek approval on the proposed framework to further enhance our ability to engage patients and families at TOH



PATIENT ENGAGEMENT IS:

- ▶ A legislative requirement (ECFAA)
- ▶ Part of accreditation standards – Coming May 2017!
- ▶ Part of overall quality plan to improve the patient experience
- ▶ **The right thing to do!**

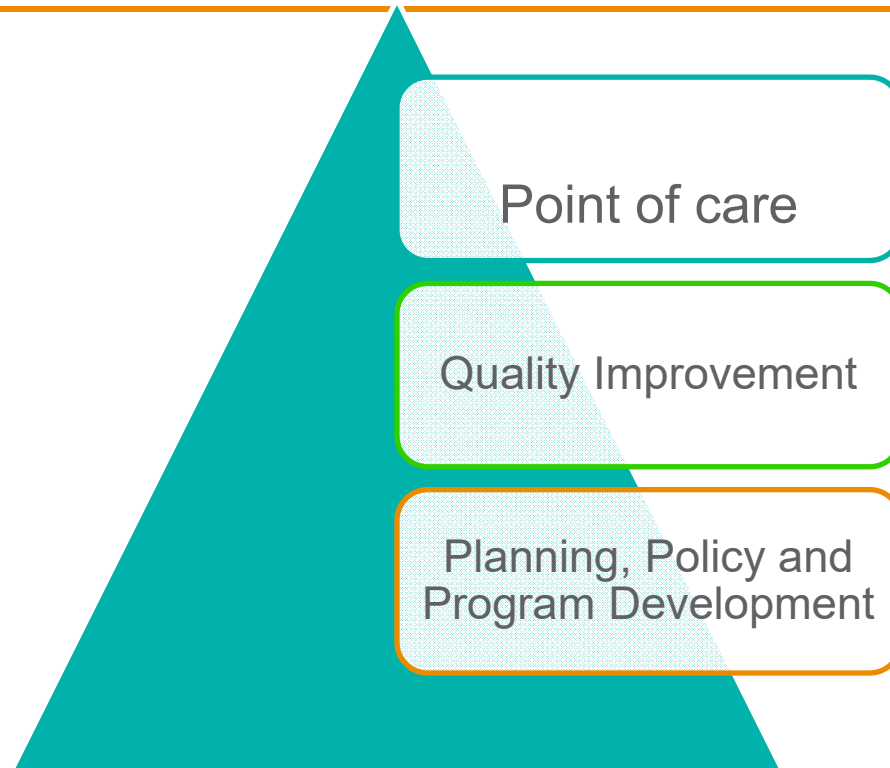
Patient and Family Advisory Program Structure



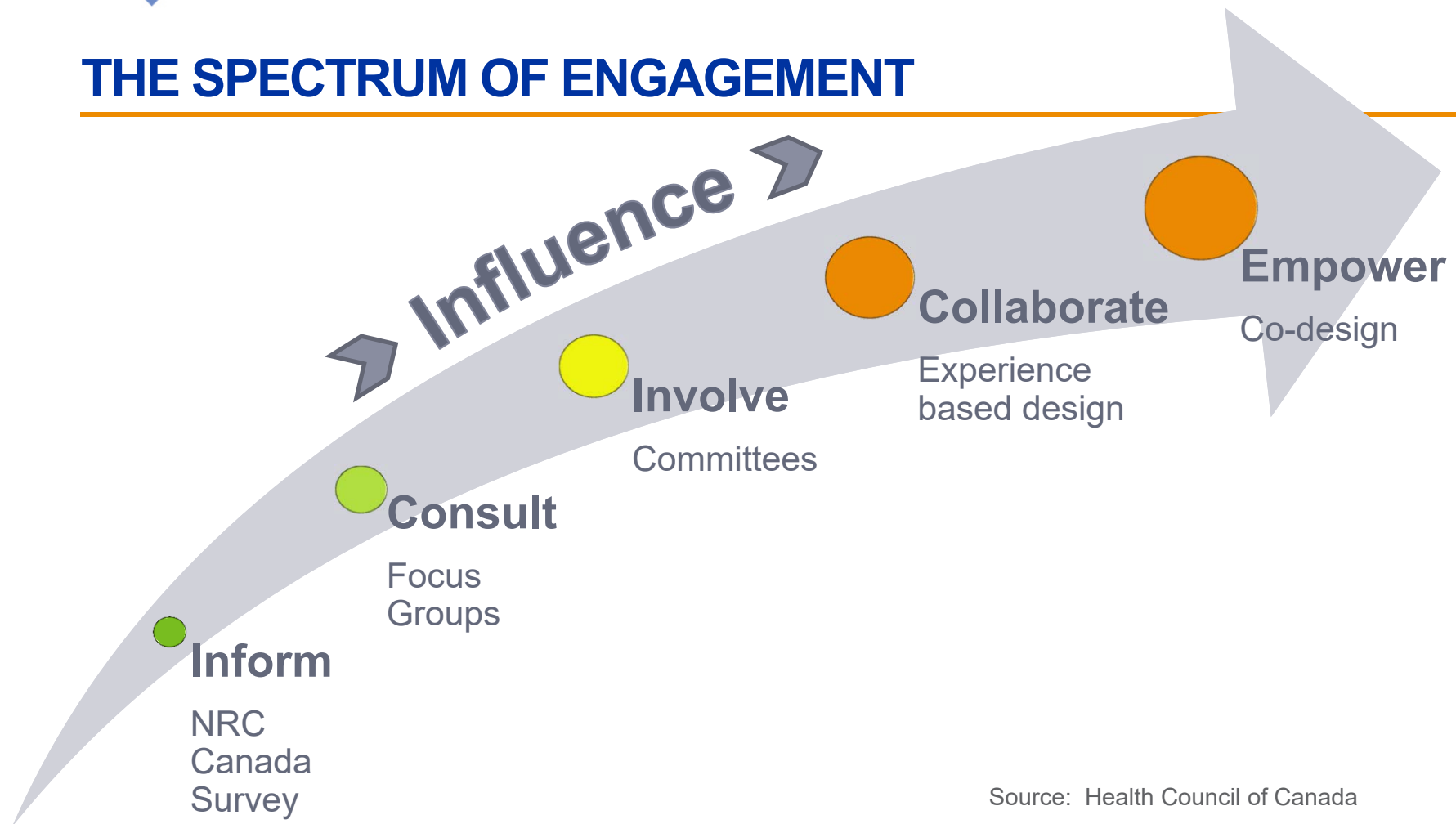
A PATIENT'S PERSPECTIVE



WHAT IS PATIENT AND FAMILY ENGAGEMENT?*



THE SPECTRUM OF ENGAGEMENT



Source: Health Council of Canada

CONSULTATION

- ▶ Kingston General Hospital
- ▶ Thunder Bay Regional Health Sciences Centre
- ▶ Health Quality Ontario (HQP)
- ▶ Canadian Foundation for Healthcare improvement (CFHI)
- ▶ Canadian Institute of Health Research
- ▶ Institute for Patient and Family Centered-Care
- ▶ Accreditation Canada
- ▶ TOH Patient and Family Advisory Committee
- ▶ Multidisciplinary Patient and Family Engagement Workgroup
- ▶ **Patient and Family Experience Steering Committee**
- ▶ **Leadership Development Institute Wave 1 Participants, February 2017**



Vision

To provide each patient with the world-class care, exceptional service and compassion we would want for our loved ones.

Goal

Patients and families are active partners in the planning, delivery and evaluation of 1) clinical care, 2) research, and 3) education.

Guiding Principles

Inclusiveness

Support

Mutual Respect

Partnership

Areas of focus

decision-making related to strategic direction impacting clinical care

staff education and training

patient and family educational material

engagement in clinical and non clinical processes

embedded within research activities

* Adapted from SPOR Patient Engagement Framework



ACCOMPLISHMENTS TO DATE/BY END OF FISCAL YEAR

- ▶ Patient and Family Engagement Framework
- ▶ Inventory of current advisors
- ▶ Inventory of potential advisors:
 - over 75 patients and family members interested in engagement initiatives
- ▶ Comprehensive toolkit: Working With Patient and Family Advisors
- ▶ Patient and family advisor application form
- ▶ Interview Guide
- ▶ Patient and Family Advisor Orientation Manual

2017/2018 QIP – PATIENT AND FAMILY ENGAGEMENT

- ▶ Systematic implementation of Patient Engagement Framework
 - Systematic development, implementation, and evaluation plans to be developed for each aspect of TOH's Patient Engagement Framework
 - Begin incremental implementation/evaluation of components throughout the next year. This will be a multi-year initiative.
- ▶ Increase the available number of patient and family advisors
 - Recruitment
 - Screening
 - Orientation and training
 - Matching



DECISION-MAKING RELATED TO STRATEGIC DIRECTIONS

Proposed Committees for Patient and Family Engagement

- ▶ Patient and Family Experience Steering Committee (already in place)
- ▶ Civic Planning Committee (in-progress)
- ▶ Ethics Advisory Committee (in-progress)
- ▶ Quality Performance Council
- ▶ Patient Safety Committee
- ▶ HIS – to be determined which subgroup would most benefit from patient and family engagement
- ▶ Corporate Program Executive Committees
- ▶ Board Quality Committee - Corporate PFAC to report to Board Quality Committee twice a year