



Increasing Capacity for Meaningful Engagement

Patient Engagement Projects (PEP)

- CHSRF's overall intent:
 - Uncover and disseminate lessons learned and promising practices leading to care that is truly patient-centred.
- Key objectives:
 - Support the development, implementation and evaluation of patient engagement interventions for health services whose goal is to improve the quality of patient-centred care services
 - Enhance organizations' capacity to engage patients in the design, delivery and evaluation of healthcare
 - Increase knowledge of promising patient engagement strategies that ensure patients are at the core of health services, and about how and why such strategies may be effective

CHSRF
CANADIAN HEALTH SERVICES
RESEARCH FOUNDATION



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FONDATION CANADIENNE DE LA
RECHERCHE SUR LES SERVICES DE SANTÉ

EFFECTIVE STRATEGIES FOR INTERACTIVE PUBLIC ENGAGEMENT IN THE DEVELOPMENT OF HEALTHCARE POLICIES AND PROGRAMS

A RESEARCH PROJECT COMMISSIONED BY
THE CANADIAN HEALTH SERVICES RESEARCH
FOUNDATION AND THE NEW BRUNSWICK
HEALTH RESEARCH FOUNDATION

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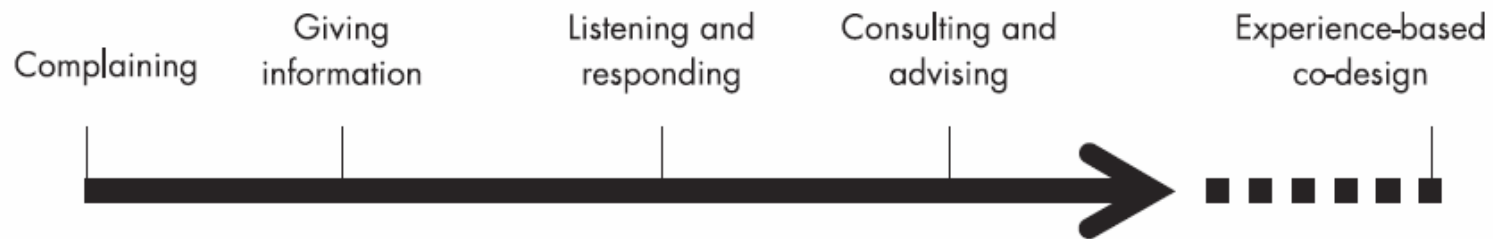
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“Researchers rely on health system managers, policymakers and their organizations to provide the ‘laboratories’ for their public engagement evaluation work. In return, managers and policy-makers are in a position to gain the expertise and tools needed to improve their public engagement practice and to measure its benefits. **We call for the development of innovative research-practice partnerships throughout the country that would promote this type of learning.**”

Available at:
www.chsrf.ca

The Continuum of Patient Engagement

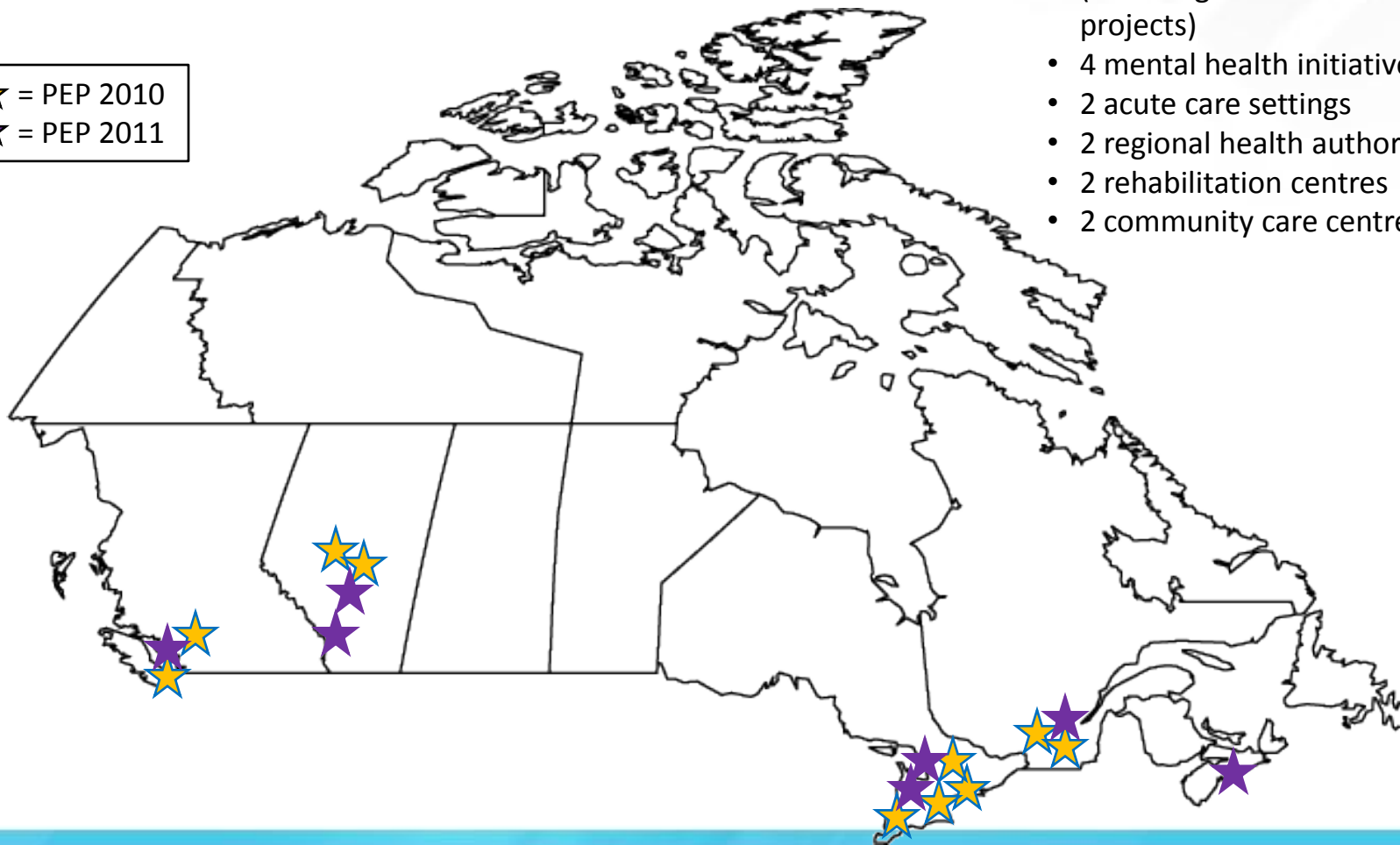
Patient engagement is more than patient-centred care, it is the involvement of patients in the design of care, including participation in improvement projects



Bate and Robert, 2006

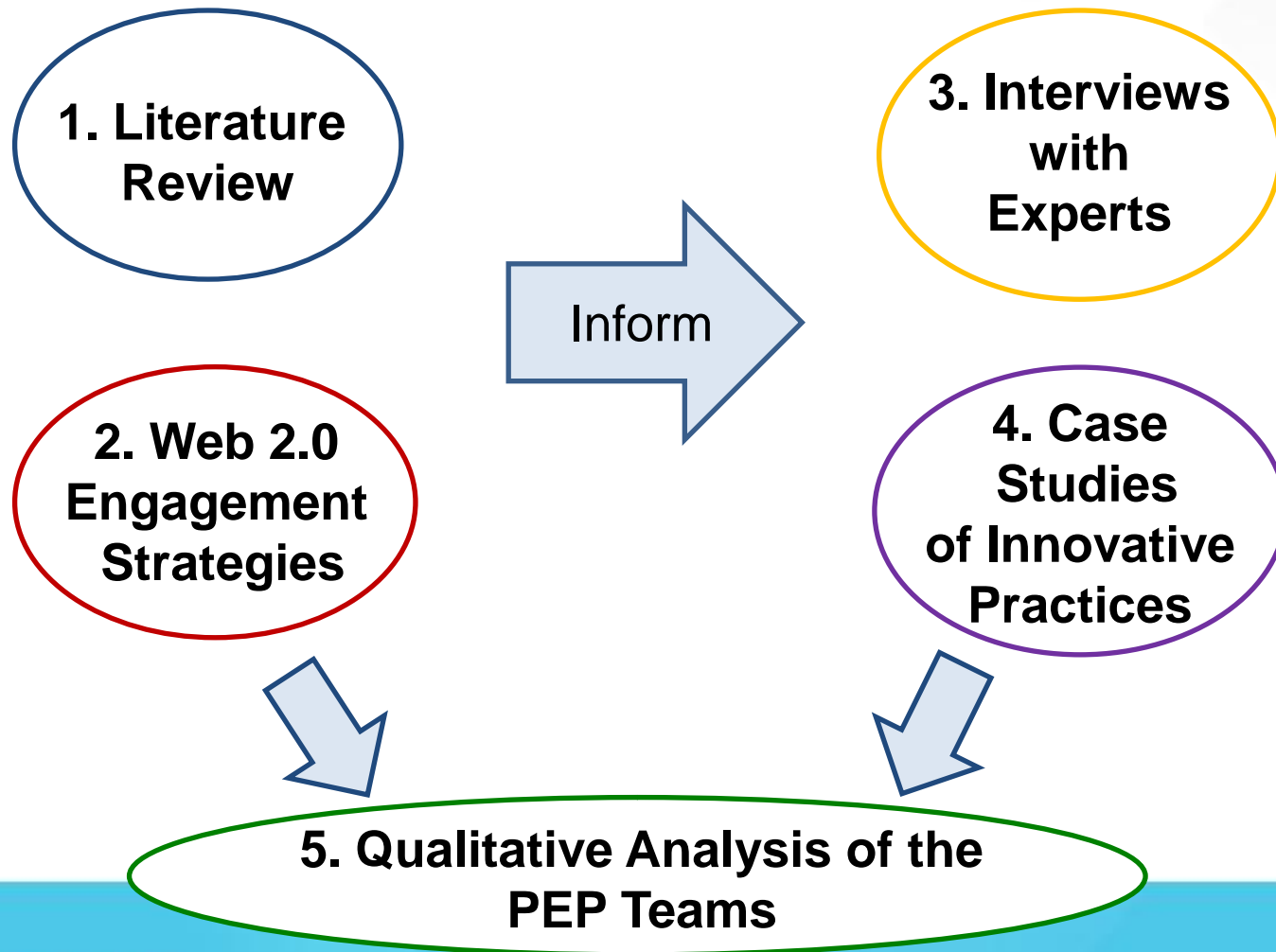
Funded Projects

★ = PEP 2010
★ = PEP 2011

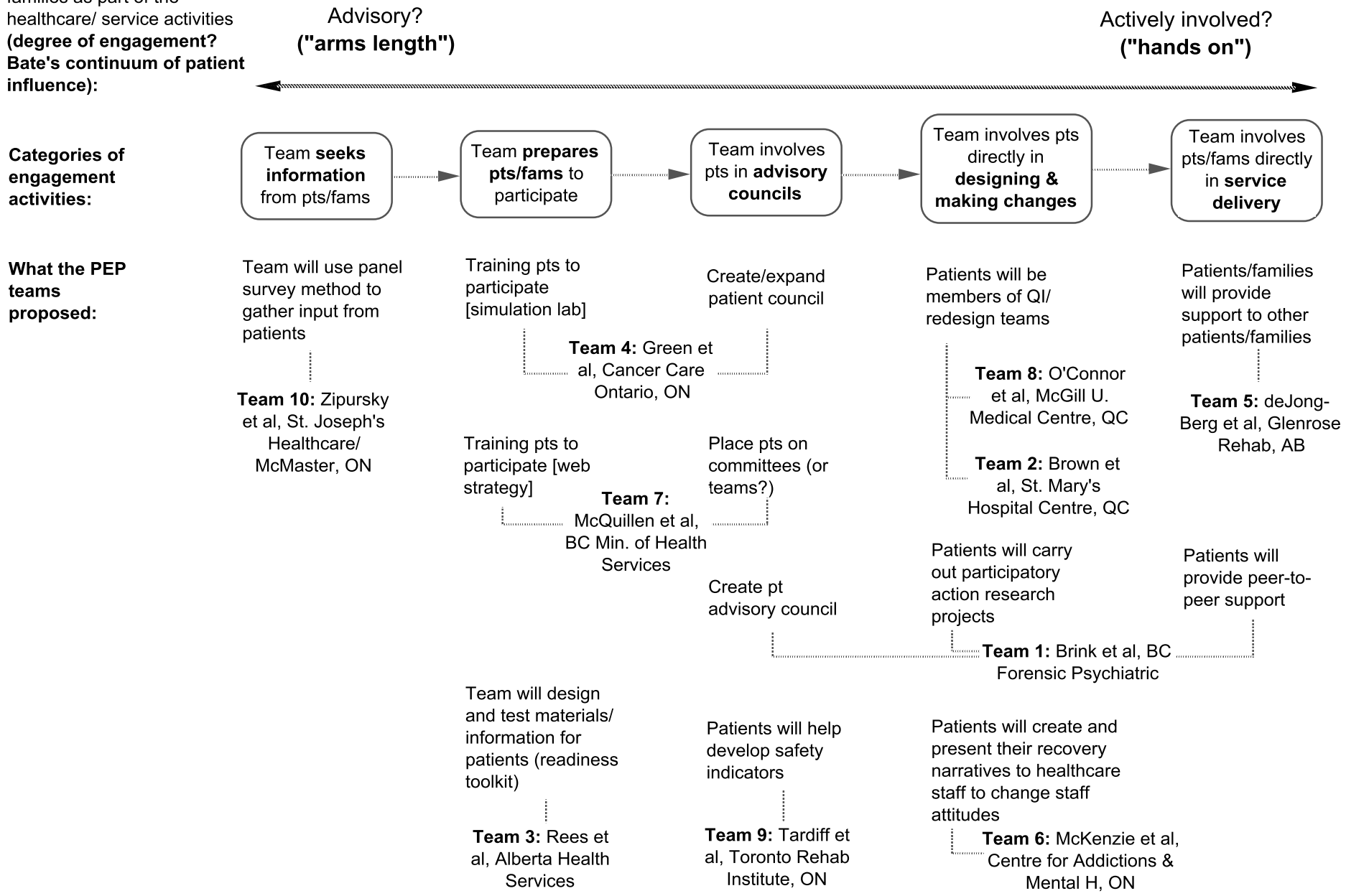


- 5 province-wide initiatives (including 2 cancer related projects)
- 4 mental health initiatives
- 2 acute care settings
- 2 regional health authorities
- 2 rehabilitation centres
- 2 community care centres

Accompanying Research



How closely involved are pts/families as part of the healthcare/ service activities (degree of engagement? Bate's continuum of patient influence):



The Practice-Evaluation Gap

“There is a **striking imbalance** between the amount of **time, money and energy** that governments in OECD countries invest in engaging citizens and civil society in public decision making and the amount of **attention they pay to evaluating the effectiveness and impact of such efforts.**”

(OECD, 2005)

Patient Engagement Indicators

Project Reporting Requirements

CHSRF-wide Indicators

Sample Patient Engagement (PE) Indicators*

- Organizations develop decision-making structures and processes (plans) for patient involvement
- Patients identify areas of improvement and provide input/recommendations
- Evidence of structures and processes to respond to patient input
- Higher quality care resulting from PE
- Patient engagement practices spread to other organizations

PEP Project Reporting Requirements

- How has the intervention changed systems, internally or externally or affected practices?
- What's being done to sustain those changes?
- What factors helped or hindered the success of the interventions?
- How could the lessons learned from the intervention be applied to other issues in your organization and beyond?

CHSRF Decision-maker Indicators

- Decision-maker's (DM) respond to CHSRF funding opportunities
- DM's attend learning events
- Funded DM's put in place structures and processes to better engage patients through intervention projects
- Evidence of management practice change in a direct organization
- Evidence of management practice change in an indirect organization

*Adapted from Abelson, J. (May 13, 2011). Presentation to PEP I teams: "Evaluating Public Engagement: Concepts, Methods and Challenges". Toronto, ON.

Patient Engagement as a Lever for Transformation

- CHSRF has commissioned a series of policy-relevant syntheses of the evidence on key levers for health system transformation.
- At least two of these identify patient/public engagement as levers for transformation:
 - Jean-Louis Denis, “Assessing initiatives to transform healthcare systems: lessons for the Canadian healthcare system”, May 2011.
 - Ross Baker and Jean-Louis Denis, “A Comparative Study of Three Transformative Healthcare Systems: Lessons for Canada”, Fall 2011.

Key Elements Across the 3 Systems

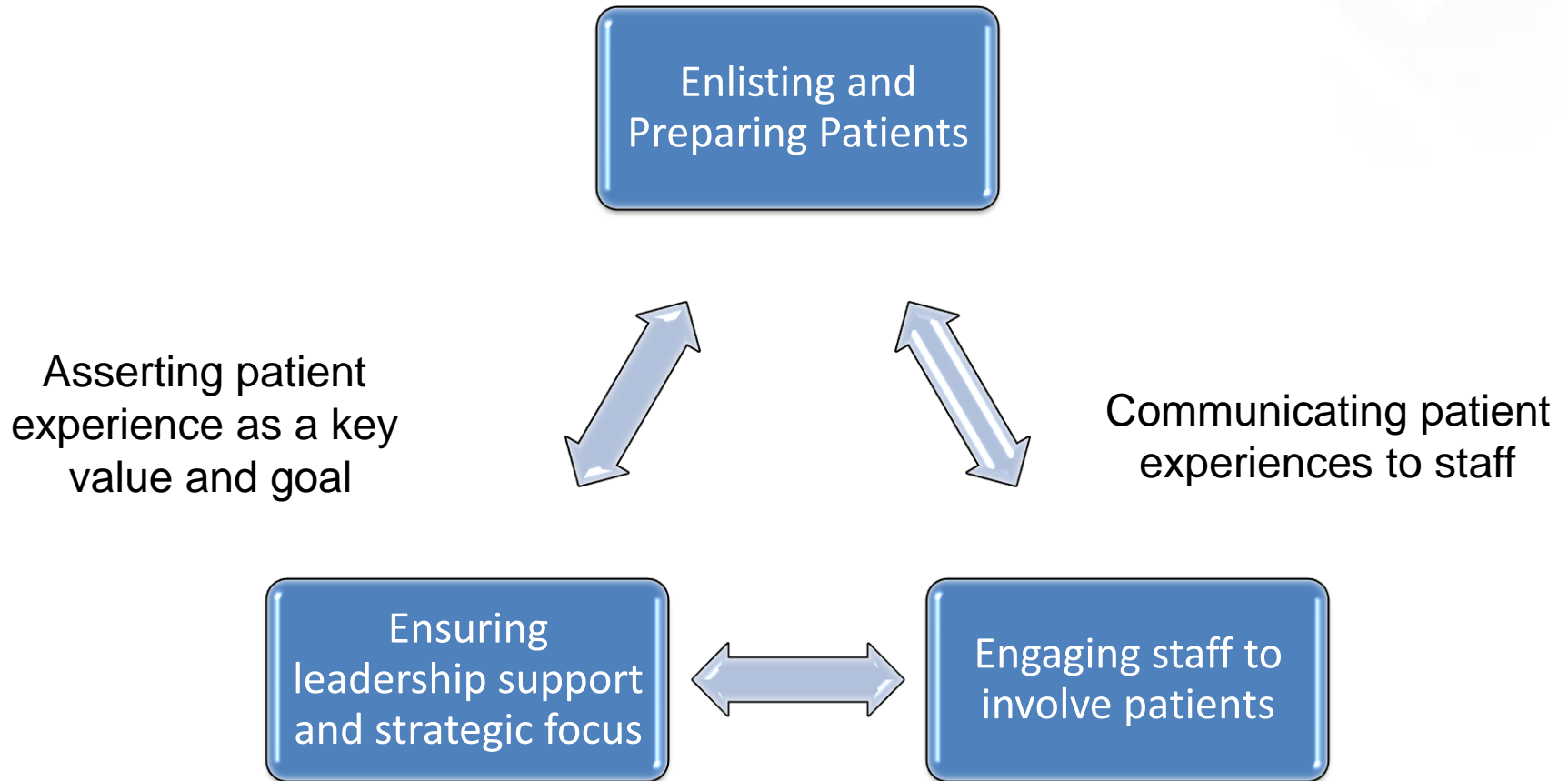
- Quality and system improvement as a core strategy
- Developing organizational capabilities and skills to support improvement
- Robust primary care teams at the centre of the delivery system
- Engaging patients in their care and in the design of care
- Promoting professional cultures that support teamwork, continuous improvement and patient engagement

Presented by Ross Baker and Jean-Louis Denis, “CHSRF Policy Dialogue on Healthcare Transformation in Western and Northern Canada: Leveraging Patient Experience”, Edmonton, September 16th, 2011.

Key Elements (2)

- More effective integration of care that promotes seamless care transitions
- Information as a platform for guiding improvement
- Effective learning strategies and methods to test and scale up improvements
- Leadership activities that embrace common goals and align activities throughout the organization
- Providing an enabling environment buffering short-term factors that undermine success

Patient Engagement Processes



Ross Baker and Jean-Louis Denis, “CHSRF Policy Dialogue on Healthcare Transformation in Western and Northern Canada: Leveraging Patient Experience”, Edmonton, September 16th, 2011.

Preliminary Conclusions

- Patient engagement is potentially a powerful lever to align a system toward change and improvement
- Patient engagement initiatives should be linked to “must do priorities” in health system and organizations
- Strong leadership at the political, strategic and operational levels is needed to maximize benefits and sustain commitment to patient engagement

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