

Patients as Partners and Island Health: Regional Engagement Table

December 13, 2017 | Nanaimo, B.C.

Executive Summary



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Patients, Family Caregivers, Practitioners and Health-care Staff: Engaging Together on Rural and Remote Access to Primary Care – December 2017

3. Team-based care: Integration across all levels – community, public health, non-profit, rec centre, traditional, health providers.
4. A physical space in each community: focus on peer support; access to health care – inclusive, safe, accessible for all.
5. Community-based action plans, including an audit of what currently exists, so that community-specific plans can be developed.
6. Promote self-management and self-care: help patients, families and caregivers feel confident.
7. Change the funding model to incentivize the integration of all areas of care: public health, community health, allied health care, clinicians. Funding to cover skill-building to integrate and provide team-based care.
8. Increase and improve public education and systems for end-of-life planning.
9. Create and promote one easily accessible and searchable directory of available services (medical + non-medical) that includes currently available services (HealthLink, 811, 211, Fetch).
10. Supports for effective community care and could include: checklists, questionnaires, surveys, integrated and consistent communications.
11. Clearly define the protocol for identifying, supporting and including family caregivers in care for rural and remote areas.
12. Re-distribution of funding.



In the evaluation survey, 100% of participants said it was valuable to hear from others, and 97% said the Regional Table was interactive.

“The brainstorming was invaluable – such a kaleidoscope of ideas.”

“It was important to hear from the variety of people attending and share rural experiences and realities, as well as innovative ways to provide care in these areas. Very well organized and led.”

- Ideas for the Patients as Partners Initiative to Increase Engagement:** Workshop participants were asked to brainstorm how the Patients as Partners Initiative could help increase efforts to engage patients and families in the health system. Below is a summary of the most-repeated ideas recorded through this activity:
- Offer education, training and awareness for patients and providers, on everything from rights to data and privacy to navigating the health system.
 - Establish community-based feedback processes, work to engage larger segments of the population, and support more community roundtables.
 - Ensure communications materials for patients and families are clear, accessible, inclusive and culturally appropriate.
 - Support the collection and sharing of stories and experiences from patients and families .
 - Use technology to share information and deliver services such as support to navigate the system.