

Partner Profiles

Ministry of Health Patients as Partners Initiative

Patients as Partners Initiative	2
Centre for Collaboration, Motivation and Innovation (CCMI)	3
Delaney + Associates	5
Family Caregivers of BC	7
Pain BC	9
UBC interCultural Online Network (iCON)	10
UVic Self-Management Programs	12

Health Authorities

First Nations Health Authority	13
Fraser Health	14
Interior Health	15
Island Health	16
Northern Health	18
Provincial Health Services Authority	19
Vancouver Coastal Health	21

Other Health Sector Partners

BC Health Coalition	22
BC Centre on Substance Use	23
BC College of Family Physicians	24
BC SUPPORT Unit	25
Patient Voices Network	26
Umbrella Multicultural Health Cooperative	27

Patients as Partners Initiative

Who We Are

Patients as Partners is a philosophy, a program and a collaboration between patients and families, health authorities, health-care providers, universities, non-profit organizations, the Ministry of Health and other organizations in the province. Together, we are working to advance and integrate person- and family-centred health care at every level of the health-care system. Our vision for achieving a health-care system is where:



- The **patient`s voice** is anchored in all behaviours and drives all activities of the health system.
- A **culture of patient-centeredness** is self-evident across the health system and is integrated into existing health-care programs.
- **Health care programming** is built upon the patient-centered care principles throughout planning, implementation and evaluation.

The Patients as Partners Program recognizes that fully achieving such a shift in focus will take time, but most importantly it will take collaboration and partnership. It is for this reason, Patients as Partners funds and collaborates with a variety of different organizations, including UVIC, UBC, Delaney and Associates, Pain BC, Family Caregivers Network and CCMI working at different levels of the health-care system – from the individual to the community and system-wide.

What We Do

Our team provides leadership, strategy, policy, collaborative efforts and funding to support patient and public engagement as well as self-management supports. We execute through coordination, training, engagement activities, collaboration, partnerships, education, and the development of tools and resources for person- and family-centered health care to set the foundation to achieve healthcare cultural transformation.

Framework for Patient-Centered Care

Since the Ministry of Health created the Patient Centered Framework in 2015, many of the health authorities have adopted a patient-centered strategy and plan. The framework will support the Ministry`s priority for launching a multi-year Primary and Community Care Strategy that connects patients to integrated and coordinated team-based health care.

Person- and Family-Centred Health Care

Person- and family-centered care puts patients and their families at the forefront of their health and care, ensures they retain control over their own choices, helps them make informed decisions, and supports a partnership between individuals, families, and health-care service providers.

Triple Aim

This is about working towards achieving three things: 1) better patient and provider experience; 2) improved population health; and 3) having a system at a cost we can afford.

Who We Are

The Centre for Collaboration, Motivation and Innovation (CCMI) is a not-for-profit organization based in British Columbia that helps individuals and organizations create partnerships that improve health and well-being.



What We Do

Teaching practical skills that foster partnerships:

Our workshops are designed to **teach practical, hands-on, self-management support techniques**. We believe strongly in empowering people with knowledge and with concrete skills to apply it in their context. CCMI's skill-building workshops include:

- Brief Action Planning
- Health Literacy
- Cultural Competence
- Shared Decision Making
- Motivational Interviewing
- Patient Engagement
- Social Determinants of Health
- Brief Interventions

Implementing strategies for system-wide change:

CCMI has consulted and coached systems across Canada, the U.S. and internationally, providing **quality improvement support for system redesign** aimed at integrating self-management support techniques into patient care. Our expertise include:

- chronic disease management
- care coordination
- and patient-centered medical home

Facilitating collaboration in new ways:

Our work is premised on a person-centered, population-based approach that ensures the system of care addresses its community's needs wherever they are with managing their health. We offer engagement opportunities to suit the needs of health care teams, organizations, individuals and the general public.

Highlights from our partnership with B.C.'s Ministry of Health:

- Since 2012, CCMI has trained 1475 B.C. Health Authority staff members, First Nations community members, Non-profit organizations, peers, and patients in Brief Action Planning (BAP).
- Since 2012, CCMI has trained 239 BAP trainers.
- Since 2015, CCMI has trained 255 people in Motivational Interviewing (MI) workshops, and of those, 33 went on to be trained as MI trainers.
- Have translated BAP materials into French, Punjabi, traditional and simplified Chinese, Spanish, Russian, and German.
- Created a whiteboard video on self-management support with over 22,000 views:
<https://www.youtube.com/watch?v=uRQ853sRt0o>

CCMI Workshops

Brief Action Planning	<p>Brief Action Planning (BAP) is a self-management support technique that involves using a structured step-by-step process to help individuals set goals and make concrete action plans.</p> <p>Whether you are a physician helping a patient who is interested in managing his diabetes or a peer support worker helping a new mother to manage stress, the core skills of BAP can be learned by anyone who is interested in helping people make behavioural changes to impact their health or well-being. BAP training is grounded in the principles and practice of Motivational Interviewing as well as behaviour change theory and research, emphasizing compassion, acceptance, partnership, and evocation to support patients, clients, and peers to make the changes that are most important to them.</p>
Foundations of Motivational Interviewing	<p>Motivational Interviewing (MI) is a self-management support approach that uses a collaborative conversation style with patients, clients, or peers, to draw out and strengthen their motivation and commitment to change. Whether you are a home care nurse trying to help someone who is struggling with multiple chronic conditions or a case worker helping someone to meet their daily needs on a limited income, the core skills can be learned by anyone interested in supporting others to make change. MI is particularly useful for those who have the opportunity to engage with patients or clients who are facing complex situations, ambivalence, or multiple concerns.</p>
Health Literacy	<p>CCMI's Health Literacy (HL) offerings introduce participants to concepts that emphasize the importance of being able to support patients and communicate clearly so that patients and family members can truly participate in care. Participants will gain an understating of HL concepts and learn practical skills for engaging with patients to ensure clear and effective communication.</p>
Train the Trainer	<p>CCMI's Train the Trainer Courses help people who are already proficient in a content area to gain the skills and confidence to teach others. Trainees are taught by CCMI Master Trainers and are introduced to transformative learning approaches designed to help learners apply new skills in practice.</p>
Informed Decision Making	<p>Informed decision making is a way to engage patients, clients, and peers in their own care by working in partnership with them to identify the best course of action. Training focuses on a conceptual understanding and structured approach to an informed decision-making conversation. Informed decision making is a conversation about patient and family values, potential benefits and risks of available options, and possible next steps.</p>
Diversity	<p>CCMI's diversity overview and workshops introduce participants to concepts that emphasize the diverse and cross-cultural context of the healthcare environment, helping participants when they are working with various groups, cultures, people, and communities.</p>
Person- and Family-Centred Care	<p>The Person and Family Centered Care workshops introduce participants to concepts guiding the development of person centered care at individual, system, and community levels.</p>
Quality Improvement Workshops	<p>Each of our Quality Improvement (QI) workshops builds on the Model for Improvement. Each one is customizable to your team's needs and scope.</p>

Delaney + Associates

Who We Are

Delaney + Associates is a family business specializing in engagement, facilitation and communications. For more than 22 years, we have worked in the Canadian healthcare sector to support person- and family-centered care (PFCC). We do this in B.C. by:

- Providing licensed training through the International Association for Public Participation (IAP2).
- Providing Delaney + Associates proprietary engagement and facilitation training to healthcare partners.
- Supporting the Ministry of Health and health authorities with engagement planning and facilitation.
- Supporting the Ministry with PFCC policy development by integrating best practices.
- Developing tools to support a consistent approach to patient, family and community engagement.

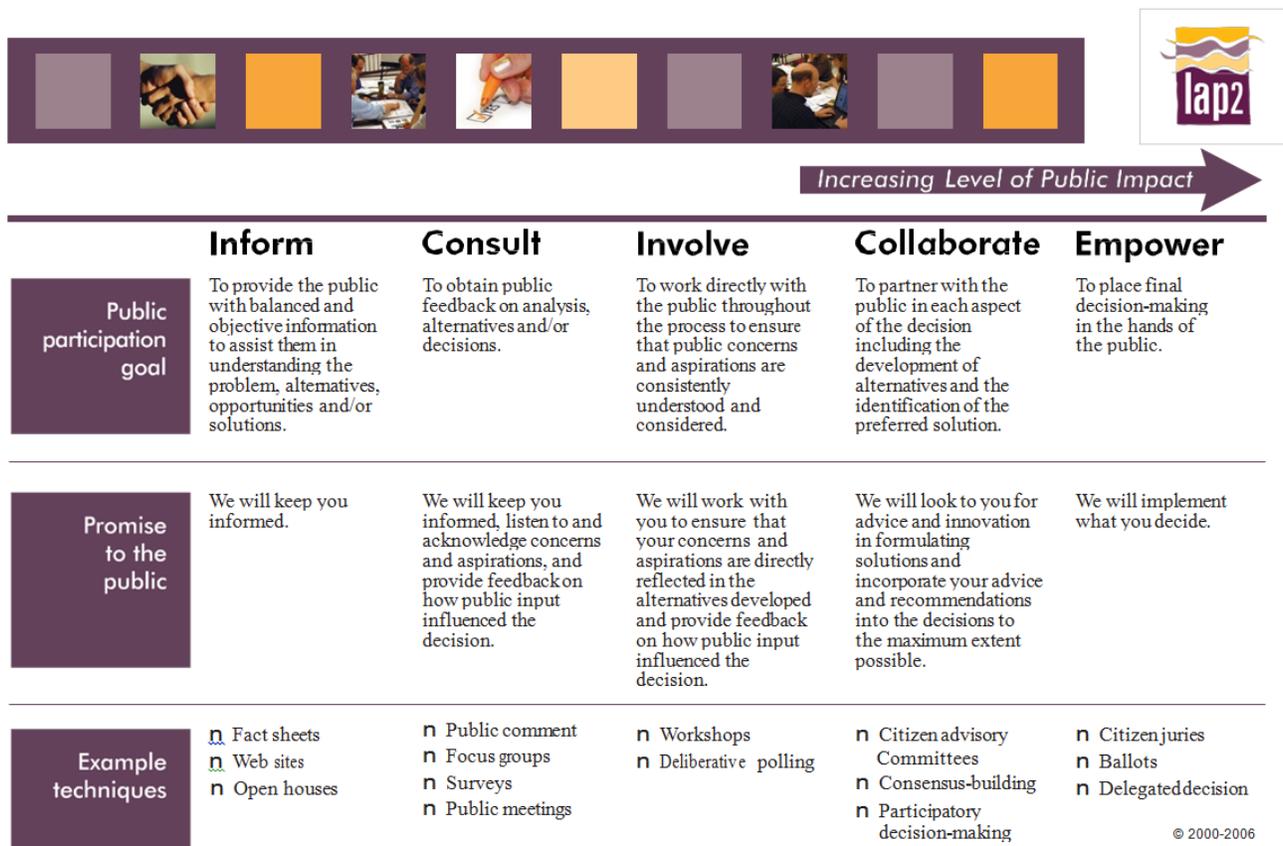
We believe that realizing the vision of person- and family-centered care is the best way to achieve a resilient, responsive and sustainable healthcare system for all British Columbians.



Did you know:

- Delaney + Associates has provided IAP2 engagement training and facilitation training to more than 600 healthcare professionals in B.C. to date.
- Delaney + Associates has delivered more than 100 IAP2 Foundations courses to over 2700 engagement practitioners.

IAP2's Public Participation Spectrum



Delaney and Associates

What We Do

When people ask us, “So, what do you do?” or “What is engagement?” we say, simply: we help bring those impacted by a decision, into the process of making that decision. We believe that durable decisions are best made with diverse perspectives.

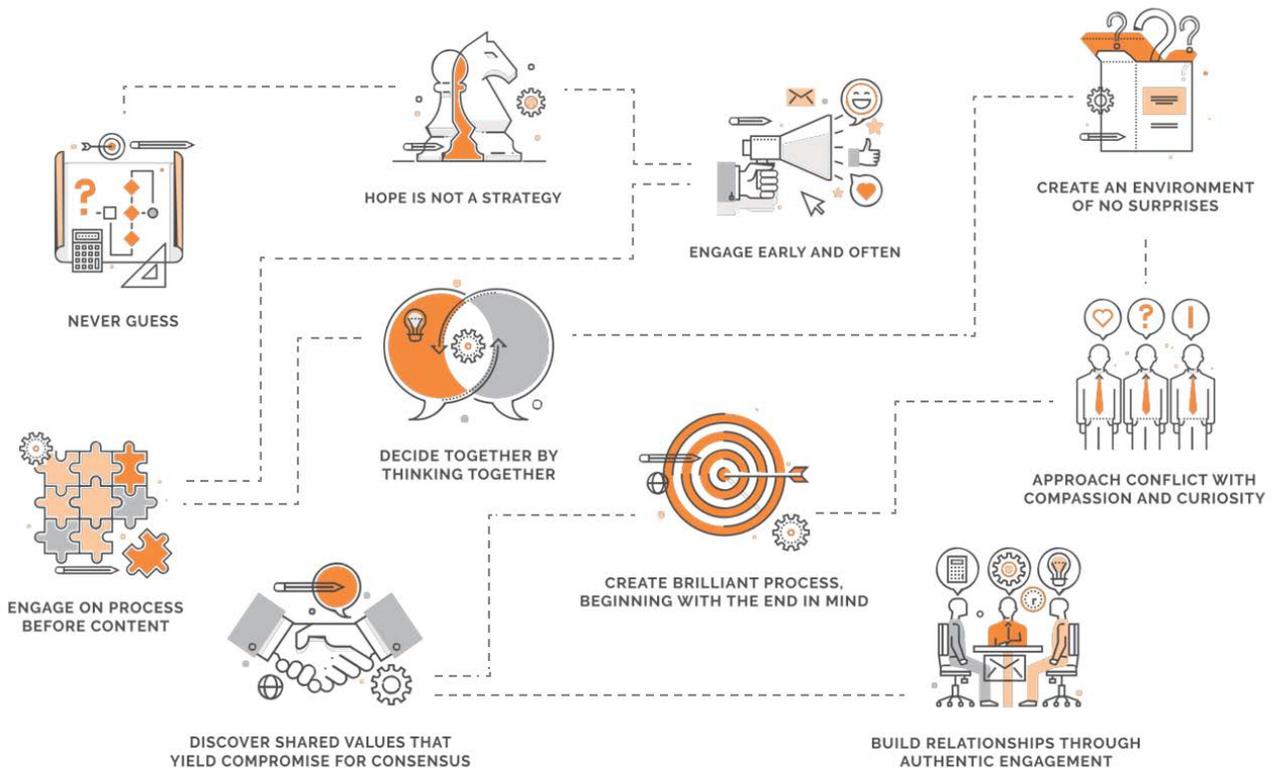
We work with the Ministry of Health to:

- Build system-wide capacity for engagement.
- Identify opportunities for engagement.
- Design and facilitate engagements.
- Develop tools to support engagement.

Engagement takes place at many levels – individual, community and system wide – and can range from providing input on a draft program change, to collaborating on a new approach to primary care. There is no one size fits all, but there is a values-driven approach to meaningful engagement and this is reflected in the Patients as Partners draft Vision.

The Ministry of Health has also adopted the IAP2 approach, which includes a spectrum of engagement (pictured on the previous page). This means that engagement can take place at different levels. After working in the field of engagement for more than 20 years, Delaney + Associates has developed a company creed, which is really our top 10 tips for meaningful engagement. We are convinced each and every one of these principles is part of an authentic engagement process.

DELANEY + ASSOCIATES COMPANY CREED



Copyright© 2016 rmdelaney.com. All Rights Reserved.

Family Caregivers of BC

Who We Are

Family Caregivers of British Columbia's mission is to improve the quality of life for family and friend caregivers.

As a non-profit society, we achieve this through support, information, and education. We provide leadership to strengthen the voice of family caregivers and promote the significance of their role.

What We Do

Caregiver Support

- Caregiver Support Line: **1-877-520-3267 toll-free** within B.C., Monday-Friday, 8:30 AM-4:00 PM
- One-to-one phone support, information & referral to community resources, help in navigating the healthcare system or access to our Education services.
- Follow-up Caregiver Coaching appointments for emotional support, problem solving and brief action planning.
- Support Groups and webinar training for support group volunteers in any community in BC.
- Provincial Community of Practice for Support Group facilitators.

Education for family caregivers and health professionals

Call us or register online:

- Free tele-workshops (phone only) and/or live webinars (phone and/or computer) on topics such as Boundaries, Communication Tips, Guilt and Frustration, Navigating the System and more.
- The Caregiver Connection quarterly newsletter to stay informed and in touch.
- Monthly eNews re: caregiver news, resources and opportunities.
- Outreach to community groups with presentations and Caregiver Support Group Facilitator training for volunteers or staff to set up and run support groups in your community.



Family Caregivers of British Columbia

Did you know:

- There are over 1 million family and friend caregivers in BC.
- 70% of are juggling work and care.
- Caregivers provide 80% of the care.
- 10:1 ratio - families provide 10 hours of care for every 1 hour provided by the health system.
- In BC, 31% of caregivers are in distress (Seniors Advocate 2017 Report).
- Doctors of BC 2016 Policy Paper Circle of Care: Supporting Family Caregivers in BC – see it at www.doctorsofbc.ca.
- Work is underway on a draft Person- and Family-Centered Health Care Policy and Toolkit.



Family Caregivers of BC

Online Caregiver Resource Center at FamilyCaregiversbc.ca

Available 24/7:

- Online Caregiver Self-Assessment
- Caregiver Consent Referral Form
- Caregiver Flip Book on caregiving tips and tools
- “What’s New” event listing of upcoming webinars, workshops and other events
- Blog, archived quarterly newsletters and monthly eNews bulletins; informational handouts and articles
- Recorded webinars on a wide variety of caregiver topics
- Links to community and provincial resources including caregiver support groups in BC
- **Toolkit for Employers: Resources for Supporting Family Caregivers:** Information and resources for employees and employers
- **Resource Guide for Family Caregivers 2nd Ed.:** Chapters address the different stages of caregiving, the issues that arise and the information needed to cope

Caregiver Engagement and Health Sector Collaboration

- Include the voice of family caregivers in health system improvement efforts.
- Collaborate with community and condition-specific organizations to co-ordinate efforts, reduce overlap, identify gaps and increase support for family caregivers.
- Collaborate with the Ministry of Health, Patients as Partners Initiative, Doctors of BC, Divisions of Family Practice, Health Authorities in the development of a new system of integrated primary and community care throughout B.C.

We are committed to building capacity and shifting culture toward person- and family-centered health care.

CAREGIVER SUPPORT

Caregiver Support Line
1-877-520-3267

Information, referral
& navigation

Support group

Caregiver Coaching

Online caregiver
Resource centre

EDUCATION

Webinars for family,
caregivers and
professionals

Newsletter
Publication
E-news, articles, blog

Support group
Facilitator training

Outreach to
community groups

ENGAGEMENT & COLLABORATION

Caregiver Engagement
Quality Improvement
Health Policy

Presentations
Participation in
Health Committees

Collaboration:
condition-specific orgs;
Health Authorities,
Ministry of Health,
Research

Pain BC

Who We Are

Pain BC society is a collaborative non-profit organization made up of people living with pain, health care providers, policy makers, researchers, business leaders and other members of the community. Our mission is to improve the lives of the 1 in 5 British Columbians who live with chronic pain.



Partnerships are the cornerstone of our organization. We work with patients, clinicians, other non-profits, health authorities, regulatory bodies, health professional associations, businesses and government to advance our goals.

Chronic pain and its impacts

- Chronic pain affects 20% of British Columbians and while that number increases as people age, even children and youth experience chronic pain.
- Chronic pain can be caused by illnesses or chronic diseases, injury or surgery, or by unknown causes.
- Persistent pain has the greatest impact on quality of life when compared to other chronic conditions.
- Almost 30% of Emergency Department visits are due to chronic pain and people living with pain visit their family doctors 4 times more often than the general population.
- Pain that persists has broad impacts on individuals, families, communities and society.
- People living with ongoing pain often experience issues with sleep, depression, anxiety, isolation, and can go on to lose their jobs, homes and families.

What We Do

Our work focuses on six strategic goals:

- Promote prevention and early intervention in chronic pain and pain-related disability.
- Educate, promote skill development and build hope and confidence among people in pain and their families.
- Empower health care providers with the education, tools and skills they need to improve the lives of people in pain.
- Facilitate planning, action, evaluation, and innovation leading to service system change.
- Raise awareness of chronic pain and reduce the stigma associated with it.
- Foster and encourage pain and pain-related disability research.

We offer supports and services for people living in pain and their families, including:

Pain Support Line: Pain can impact all aspects of life. Sometimes, people need support outside the doctor's office with practical things like filling out forms, finding local resources, and looking for housing or employment opportunities. Our trained volunteers offer resource connection and individual advocacy support to people in pain all over BC. www.painbc.ca/supportline

Coaching for Health: Coaching for Health is a free program that provides people in pain with the opportunity to talk to someone regularly who gets what it's like to live with pain and can help explore how to manage pain and successfully reach goals for a return to function, confidence and hope. www.painbc.ca/coaching

Live Plan Be: This online self-management resource website enables people in pain to take charge of their health with interactive self-assessments, goal setting, and a private, moderated peer forum to share strategies. www.liveplanbe.ca

In addition to our support and education programs for people in pain, Pain BC has many clinical education programs and works with health authorities and government to improve access to pain services. www.painbc.ca/health-professionals

UBC interCultural Online Health Network

Who We Are

The University of British Columbia (UBC) interCultural Online Health Network (iCON) is a community-driven health promotion initiative that supports multicultural communities, patients and caregivers across B.C. to optimize chronic disease prevention and self-management.

Our Mission:

- Promote health and wellness
- Prevent chronic disease
- Empower patients with information and skills to manage health
- Close gap on health disparities
- Improve patient navigation and health services accessibility
- Foster culturally sensitive healthcare
- Build awareness of digital tools to support self-management

What We Do

Partnership and Collaboration

Collaboration with community health care providers, partners from health authorities, community organizations, education institutions, government, and media to promote best practices in chronic disease prevention and management.

Co-developed and co-hosted capacity-building dialogue events with First Nations Health Authority, Island Health, and Vancouver Coastal Health to improve health professionals' understanding of traditional healing and traditional practitioners.

Culturally-tailored Health Promotion and Outreach

Culturally tailored programming in the community's first language to improve access to chronic disease management education. iCON hosts skills-building workshops and public health forums on a variety of chronic diseases, promoting health and wellness, chronic disease prevention and empowering patients with information and skills to manage their health.

Patient education on chronic disease prevention and management with focus on disease awareness and knowledge, prevention and lifestyle modification, risk reduction and treatment options. iCON develops patient resources and information handouts to support patients in their self-management journey and help patients and families navigate the BC health care system.



THE UNIVERSITY OF BRITISH COLUMBIA

Department of Emergency Medicine
Faculty of Medicine

iCON
interCultural Online
Health Network

Since 2007, in partnership with Chinese, South Asian and Indigenous communities across B.C. and the Ministry of Health, iCON has:

- Hosted 55+ public health forums & workshops
- 23,000+ in-person and webcast attendees
- 119,000+ visits to the website

Our Values:

- **Collaboration:** Working together to support patient and family-centered care.
- **Community Responsiveness:** Programming that is responsive to the needs of communities it serves.
- **Diversity:** Embracing cultural diversity in health care. Fostering cultural sensitivity and open dialogue in health care.
- **Integrity:** Continuous evaluation to ensure improvement and excellence.
- **Impact:** Empowering patients to achieve better health outcomes.

UBC interCultural Online Health

Multi-channel Dissemination

Health information shared through webcasts, a website (iconproject.org) and through media projects such as community televisions and radio programming to reach community members.

Health events, information and partner initiatives shared through social media including Facebook and Twitter.

Educational materials on Traditional Practitioners integrated into the formal training within the Vancouver Coastal Health's Indigenous Cultural Safety pilot program taking place within the cardiac and mental health wards at Vancouver General Hospital.

Digital literacy to support patient self-management. Linking patients with web-based health information and digital tools to support chronic disease self-management. Building awareness around and share best practices in using digital tools to support health and wellness goals.

Evaluation and Impact

Evaluation to track reach and measure program impact on patient activation, behavior change, health attitudes, knowledge, and skills and barriers to self-care.

Dissemination of program results through knowledge sharing events, publications and participation in conferences.

Digital Emergency Medicine (digem.med.ubc.ca)

iCON is a program based in the UBC Digital Emergency Medicine office. The Digital Emergency Medicine group carries out research, evaluation, engagement, educational and policy informing work to explore and advance the use of modern personal information and communication technologies (e.g. mobile, social media, multimedia, the Internet, bio-sensors etc.) to improve health care and management.



UVic Self-Management Programs

What We Do

Self-Management Programs

The University of Victoria's Self-Management Programs are free, evidence-based education programs offered throughout British Columbia for adults experiencing ongoing physical or mental health issues. The programs help people with chronic conditions to manage daily challenges and maintain an active and healthier life. Participants gain knowledge, learn strategies and techniques and gain the motivation and confidence needed to manage their health.



Self-Management
British Columbia

Group Programs

The evidence-based Stanford University Group Self-Management Programs are delivered to groups of between 10 and 16 people once a week for six weeks for 2.5 hours per week. Programs are facilitated by pairs of trained lay leaders, many living with chronic conditions. During 2018, 287 of these programs were implemented to persons in 59 communities throughout BC. Several types of programs are available and people may choose:

- Chronic Conditions Self-Management Program (for people living with one or more chronic conditions)
- Chronic Pain Self-Management Program (for people experiencing a wide range of chronic pain conditions)
- Diabetes Self-Management Program (for people with type 2 diabetes)
- Cancer: Thriving and Surviving Program (for people who are living with and/or who have been affected by cancer)



Online Program

The Online Chronic Conditions Self-Management Program is for people living with one or more chronic conditions. Delivered online, the program is for people with all levels of computer skills. With up to 25 people in each workshop group, interactive sessions are posted each week for six weeks. Participants log in at their convenience two to three times for a total of about two hours a week. Participants remain anonymous. All activity takes place on a dedicated, secure website. Each workshop is led by two trained online facilitators and monitored by a program mentor. In 2018, a total of 12 programs were offered to 289 participants from around BC. As well, two new online facilitators were trained. During 2018, three coach-training workshops were conducted resulting in 30 new coaches. A total of 150 participant/coach pairings were made.

Health Coach Program

The Self-Management Health Coach Program is a telephone support program for individuals living with chronic conditions and needing the extra support to achieve health goals. The program was developed based on the experiences and findings from the former Active Choices program and on a two-year research project study funded by the Lawson Foundation.

Individuals are paired with coaches based on gender, age and possibly shared chronic conditions. They receive weekly phone calls for 3-6 months. Their coaches receive two-day training and ongoing support from the Program Coordinator. Coaches are volunteers who may be living with chronic health conditions and are passionate to help others to achieve wellness. During 2018, three coach-training workshops were conducted resulting in 30 new coaches. A total of 150 participant/coach pairings were made.

First Nations Health Authority

Who We Are

The First Nations Health Authority (FNHA) is the first province-wide health authority of its kind in Canada. In 2013, the FNHA assumed the programs, services, and responsibilities formerly handled by Health Canada's First Nations Inuit Health Branch - Pacific Region. Our vision is to transform the health and well-being of BC's First Nations and Aboriginal people by dramatically changing healthcare for the better.



First Nations Health Authority
Health through wellness

The FNHA is responsible for planning, management, service delivery and funding of health programs, in partnership with First Nations communities in BC. Guided by the vision of embedding cultural safety and humility into health service delivery, the FNHA works to reform the way health care is delivered to BC First Nations through direct services, provincial partnership collaboration, and health systems innovation.

What We Do

Services are largely focused on health promotion and disease prevention and include:

- Primary Health Care
- Children, Youth and Maternal Health
- Mental Health and Wellness
- Communicable Disease Control
- Environmental Health and Research
- First Nations Health Benefits
- eHealth and Telehealth
- Health and Wellness Planning
- Health Infrastructure and Human Resources

Our unique governing structure

The First Nations Health Authority is part of a unique health governance structure that includes political representation and advocacy through the First Nations Health Council and technical support and capacity development through the First Nations Health Directors Association. Collectively, this First Nations health governing structure works in partnership with BC First Nations to achieve our shared vision.

Our work does not replace the role or services of the Ministry of Health and Regional Health Authorities. The First Nations Health Authority will collaborate, coordinate, and integrate our respective health programs and services to achieve better health outcomes for BC First Nations.

Fraser Health

What We Do

Fraser Health is committed to providing patient and family centred care and enhancing the patient experience which is clearly demonstrated by our collaboration with patients and families locally and regionally on quality improvement initiatives, leadership committees, patient safety, patient education, policy creation, redevelopment, research, staff orientation, diversity services, organizational culture, as well as with our active regional Fraser Health Patient Advisory Council.

Fraser Health is strengthening its infrastructure to support wide spread local engagement opportunities across health service and geographical areas throughout our health authority. We are spreading a regional acute care Real-Time Patient Experience survey and piloting a Primary Care Client Experience Survey, with the goal to gather timely feedback from patients, clients and families while they are still in our care, in order to make 'in the moment' improvements.

We are working closely with our Quality, Human Resources and Organizational Development departments to help enhance our organization's patient safety and caring culture.

Patient partners are integral in Fraser Health's new employee orientation and other sessions available to new managers, and leaders. Patient partners participate as members of the healthcare team during the interdisciplinary session and share stories about their experiences. The goal is to provide staff with a broader experience of our care and services from the perspective of patients, clients, residents, caregivers and families.

We are dedicated to improving the quality and safety of healthcare services and partnering with patients, clients, residents, caregivers, families and staff to improve the experiences of everyone in Fraser Health.



Interior Health

What We Do

Interior Health (IH) has been closely linked to the Ministry of Health (MoH), Patients as Partners (PasP) initiative with representation providing an active voice and a vital link back to the health authority. This link, along with the overarching guidance from the Patient and Family Centred Care (PFCC) Steering Committee, provides strategic direction to ensure the spread and sustainability of issues related to PFCC philosophy, policy, and program are aligned as closely as possible to the MoH Patients as Partners philosophy.

Within each IH program and community, exciting connections are made with patient partners (through Patient Voices Network) so that the work of IH reflects the population voice and need. Responding to the MoH direction on improving primary care, senior's wellness, mental health and substance use (MHSU), surgical and rural/ remote, IH has engaged with more than 133 patient partners in 54 new projects during 2018 to help guide development of a system that is more patient centred.

Some examples where patient partners have shared their expertise are:

- Primary Care Development (Advisory Committees)
- MHSU Referral Management (Focus Group)
- IH PFCC Steering Committee (Co-Chair)
- Acute Access and Flow (Advisory Committees)
- Central Intake Design (Working Group)
- Emergency Planning (Planning/Implementation)
- IH Board Quality Committee (Presentations)
- IH Research Ethics Board (Board member)
- Aboriginal Mental Wellness Plan (Committee member)
- Cariboo Capital Planning (Focus Group)



Interior Health
Every person matters

Did you know:

- Interior Health Patient and Family Centred Care Steering Committee guides work and ensures alignments between stakeholders.
- Patients and clinicians build team-based care together.
- Interior Health has engaged with more than 133 patients on 54 new projects during 2018.
- Patient and Family Centred Care philosophy interwoven across Interior Health.



What We Do

Island Health provides health care services through a network of hospitals, clinics, centres, health units, and residential care locations. We serve more than 794,000 people on Vancouver Island, the islands in the Salish Sea and the Johnstone Strait, and the mainland communities north of Powell River and south of Rivers Inlet. Our purpose is to provide superior health care through innovation, teaching and research and a commitment to quality and safety – creating healthier, stronger communities and a better quality of life for those we touch.

Inviting the voice of patients and their families

The experience of patients and their families helps shape how care is provided at Island Health. It is only from hearing their perspectives that we can understand if their questions and needs are being appropriately addressed, that care is being tailored to their specific needs, and that they feel safe when coming into contact with the health system.

Engaging with patients, families and our community members is a priority in Island Health. This practice leads to better decision-making at the point of care, in program and service redesign activities and at the strategic level of budget and priority setting. Island Health team members which include staff, physicians and leaders work collaboratively with patients and their families to inform change and create an environment of patient and family centered care. Through partnering in this work together, we can achieve Island Health's vision of:

Excellent health and care for everyone, everywhere, every time.

Focusing on Engagement and Experience

Ongoing engagement of patients, families, care teams, and communities improves experience overall. A further step to support Island Health's vision and strategic priorities is the development of a goal to work toward achieving exemplary patient, care team and community experience through excellence in engagement. Island Health is committed to consistently and purposely engage in meaningful relationships with people so that we can work together to inform improvements in the health care system.

This work builds on the philosophy of “nothing about me, without me” and the belief that all stakeholders are valued partners in realizing excellent health and care. It also focuses on supporting those working within the health system to feel respected and valued in a workplace that fosters pride, trust and joy in the provision of health care.

Our aspiration for experience

Island Health is striving for the optimal human experience in healthcare:

“Respectful, empathetic interactions that connect people to purpose, build trust, and ease suffering for all involved in health and care”



Did you know:

Through partnership and collaboration with Patient Voices Network, we have approximately 250 volunteer Patient Partners who participate in meaningful engagement opportunities such as:

- Quality & Advisory Councils
- Steering Committees
- Working Groups
- Process / Quality Improvement Initiatives
- Focus Groups
- Program/Service Redesign

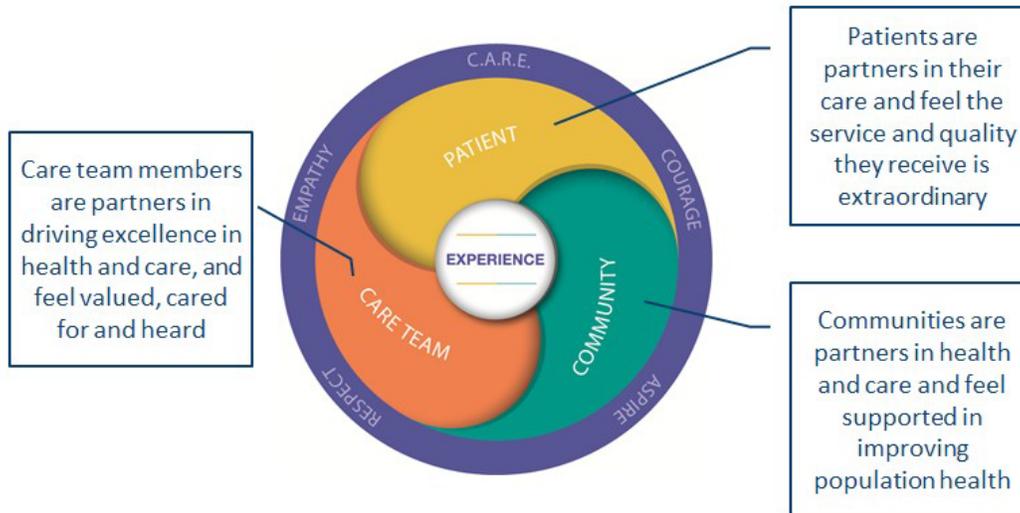
Over the next year, the Patient Advisory Council will be looking to:

- Explore engagement opportunities with the Island Health Executive and Board of Directors.
- Partner with the Patient Care Quality Office to reduce barriers to timely patient complaints.
- Increase members' understanding of the impact of cultural assimilation, residential schools and health care on Aboriginal peoples' health and well-being.

Island Health

What are we aiming for?

Island Health is committed to developing our organizational culture to one where patients are at the heart of every interaction, care team members feel supported to do their best work, and where we contribute to the health of individuals and communities by evolving our services to better meet communities' needs. Our overarching experience goal is to develop to a culture where:



Why engagement?

It has been shown that inclusion of patients, care team members and communities and care and service delivery improves health outcomes. Building respectful, collaborative and culturally safe relationships allows us to connect with untapped knowledge, experiences, systems and networks that can positively influence health, care and experience. We believe that engagement:



Patients

Patients, families, caregivers, etc.



Care Team

Employees, physicians, volunteers, contractors, etc.



Community

Public, regional districts, NGOs, etc.

Patient Experience Team

Island Health has a Patient Experience team committed to the principles of Patient and Family Centered Care and the support of patient advisors and health care teams throughout the patient engagement process.

The Patient Advisory Council is a guiding force of patient engagement at Island Health. Along with their patient advisor co-chair, this group of volunteers actively provide a patient and family perspective to many initiatives. In 2017/18 they:

- Informed strategic priorities and recommended approaches to improve patient and family experience.
- Engaged with leaders and health care team members on a variety of initiatives.
- Promoted community health literacy for advance care planning.
- Provided organizational support to the 2018 Accreditation process.

Northern Health

What We Do

Northern Health's commitment to recognizing Person and Family Centred Care as a strategic priority is articulated in our Strategic Plan... *Looking to 2021*. Our organizational definition for this work was adapted from the Institute for Patient and Family-Centered Care (IPFCC): "Person and family-centred care is an approach to the planning, delivery, and evaluation of health services grounded in mutually beneficial partnerships among health care providers, patients/ clients, and families. It redefines the relationships in health care and leads to better health outcomes, wiser allocation of resources, and greater individual and family satisfaction."

In April 2015, Northern Health (NH) embarked on a deliberate path toward Person and Family Centred Care (PFCC) which would expand and strengthen the current pockets of success within NH and achieve a predictable and consistent PFCC approach. A dialogue was held in partnership with Impact BC in August 2015 where PFCC was explored in a daylong event with patients, caregivers and NH employees. Those learnings were shared with the PFCC development group that was created and composed of broad representation across NH, including patient partners, with the objective of creating a PFCC strategy, framework and initial actions. The final work of this group was presented to NH Executive in January 2016 for final support and endorsement.



Did you know:

Person and Family Centred Care was identified as a priority in Northern Health's Strategic Plan... *Looking to 2021*

- Northern Health is committed to "embed a person- and family-centred (PFCC) approach in everything we do"
- PFCC is embedded in Northern Health's Quality Framework
- NH teams have participated in the Canadian Foundation for Healthcare Improvement (CFHI) e-Collaborative Better Together: Partnering with Families
- NH has established the Person and Family Centred Care Strategy Steering Group, to provide oversight and direction for this work, and the Implementation Group, to action the work. NH is also providing PFCC interactive webinar education for all leaders across the organization

In 2017 NH established the PFCC Strategy Steering Group to provide oversight and direction, and the Implementation Group to action the work. Both of these groups include active participation of patient and family partners. Some of the work supported by these groups includes: identifying the initial critical success factors to support NH's PFCC work, creating an on-line presence for information and resources (internally and externally) and educating all leaders and staff on Northern Health's approach for PFCC.

The identified critical success factors for this work are:

- Promote a Culture of Person and Family Centred Care within Northern Health by ensuring leadership understanding of and support for PFCC.
- Improve the Experience of Care by empowering persons and their families to be partners in their care experience.
- Enhance all Forms of Person/Provider Relationships by improving informed and shared decision making.
- Optimize Access to the Health System and Health Information by improving accessibility to personal health information.

NH is committed to person and family centred care and we will continue our work in partnership with those we serve, their families and caregivers. We will move from providing 'to' or 'for' those we serve, to working 'with' them.

Provincial Health Services Authority

What We Do

Provincial Health Services Authority (PHSA) continues to play a key role in providing and enabling people-centred care across the province. PHSA has active membership on:

- BC Patient Safety & Quality Council Patient Voices Network – Oversight & Advisory Council
- Provincial Patient & Family Centred Care Community of Practice, National Health Engagement Network
- International Society for Quality in Healthcare (ISQua) Person Centred Care Community of Practice

Clinical programs and services which are accredited by Accreditation Canada are expected to meet standards and requirements which place a significant focus on people-centred care.

PHSA held over 30 engagement sessions throughout the summer of 2017 with over 300 patients, families, and staff to ask: *what is important to you in receiving/providing care?* A major theme is the need for better care coordination. Patients and families told us that they often experience disjointed transitions and poorly-integrated health care journeys.

In 2018 the Ministry of Health reflected the need for a more coordinated, stronger system of care in their mandates to PHSA and the regional health authorities. PHSA received expanded accountability for a number of areas, and the Ministry's priority of a better patient experience for all was made clear. By streamlining programs and services, and cutting down on bureaucracy, we can better serve patients and families.

PHSA's Office of Virtual Health held its first Virtual Health Advisory Committee (VHAC) meeting in November 2018. The VHAC will meet twice a year and includes 3 patient partners. The Office of Virtual Health also engages patients in every step of their process, from identification of a clinical problem, participating in demos for new solutions, development of education, and evaluation.

BC Mental Health & Substance Use Services has a number of ongoing patient engagement initiatives: one example is the planning for the new Centre for Mental Health and Addiction (CMHA). The project team created a mock-up of the new centre and invited clients and families to walk through a typical day with a five senses perspective. These participants helped to inform the basis of the specifications of requirement, and the indicative design. Patients provided feedback about what the building should look like, flows in/through the building and on the proposed rooms and spaces. The patient input was then incorporated into the design of the CMHA.



Did you know:

- A patient is invited to every Provincial Health Services Authority (PHSA) Board meeting, to provide a story related to their care and experience in our services.
- As of June 2018, PHSA has a new mandate which details how it will support the Ministry of Health's vision to serve the patients of British Columbia with a unified system of care.
- PHSA is working with the province on a new 'Blended Survey' that will focus on the patient's journey and experiences as they transition from community to the Emergency Department, to acute care and back to community.
- Close to real-time results are available for provincial surveys and will be available via the online Dynamic Analysis and Reporting Tool, the DART.
- In 2019, PHSA has been awarded two Leading Practices from HSO / Accreditation Canada. These include a required component of client and family centred care.

Provincial Health Services Authority

The BC Cancer Patient Experience Committee's revised membership reflects the overarching provincial approach to patient/family education, engagement and experience. All regional centres and provincial portfolios are represented. BC Cancer is providing advice and consultation on provincial patient experience measurement to the Patient Centred Measurement Working Group for an Outpatient Cancer Care survey of patient reported experience measures (PREMS) and patient reported outcome measures (PROMS), expected to be in the field in 2019/2020.

BC Children's Hospital reduced barriers for patients and families by making funding for patient and family centred events and activities easier to access, via The Family Support Grant application process. The Learning with Families initiative engages staff and clinicians by inviting them to join with a family member to hear their lived experience of the healthcare system. BC Children's Hospital's Emergency Department participated in a provincial PREMS and PROMS survey with results to be released in early 2019. Other programs and services of the PHSA such as BC Renal are working on Patient experience and engagement frameworks.



The New Teck Acute Care Centre located at Children's and Women's Health Centre of BC was designed with significant input from patients and families.

Vancouver Coastal Health

What We Do

We are a dedicated, committed, and skilled caregivers who share a calling and purpose; a purpose to help; to heal, and to deliver compassion to whomever needs it. Our vision is to be one collective healthcare team that's coming together to deliver an exceptional care for all. We are guided by our collective values.

We care for everyone

- We believe that being caring is at the heart of what we do, caring for our patients, their families, our colleagues, and ourselves.

We are always learning

- We believe in staying curious, always open to innovative ideas and ways to improve health care.

We strive for better results

- We believe in achieving better results across all functions of health care, leading to better patient outcomes and improving health care.

Our priorities guide us to achieve our vision...

Exceptional care—Wrapping care around the person for the best outcome

Innovation for impact—Transforming how we deliver our services to stay at the forefront of health care

VCH is a great place to work—Together we are building a better workplace

Convenient health care—Responsive care in the best setting; hospital, community or home

VCH provides comprehensive health services including primary, community and acute care, as well as public health, to over 1.25 million people (that's nearly 25% of BC's population), including the residents of Vancouver, Richmond, the North Shore and Coast Garibaldi, Sea-to-Sky, Sunshine Coast, Powell River, Bella Bella and Bella Coola. VCH's region includes 22 municipalities and regional districts and 16 First Nations Communities.

VCH is committed to patient and public engagement. We believe engaging those most impacted by our decisions results in better decision and outcomes for the people we serve. The Community Engagement department of VCH enables a two-way interaction between VCH and its communities, so that communities have a voice in the planning and decision making for health services and policies that affect their lives.

Community Engagement has been part of VCH since its inception 17 years ago. The Community Engagement team provides direct support to staff to plan and implement engagement processes. Another mechanism for patient and public engagement is our Community Engagement Advisory Network (CEAN). This network of 300 individuals from all of VCH's communities is in relationship with VCH for the purpose of improving the system. They engage in a myriad of projects and initiatives alongside VCH staff, to lend their voice and experience to ensure that the decisions we make reflect the needs of our communities.



Did you know:

- VCH is a values-based organization of more than 14,000 people spread across 86 disciplines and 112 locations. Together we are one collective; a unified force that delivers exceptional care for all.
- VCH is committed to patient public engagement and has a dedicated Community Engagement team who provide support to staff in the planning and implementation of engagement processes.
- The Community Engagement Advisory Network (CEAN) is a group of public advisors who inform planning and decision making. CEAN members participate in engagement opportunities across all communities of VCH to support improving the system. We believe engaging those most impacted by our decisions results in better decisions and outcomes for the people we serve.

BC Health Coalition

Who We Are

The BC Health Coalition (BCHC) champions a strong public health care system that is there for all of us when we need it.

We are a democratic, inclusive and consensus-based community of individuals and organizations that span the province of British Columbia.

We are young people, seniors, health care workers, faith communities, health policy experts, and people with disabilities.

Together we advocate for evidence-based improvements to our public health care system, stimulate public education on health care issues, and drive positive change to our health care system through campaigns across the province.

What We Do

The BCHC is a democratic, non-profit, non-partisan network that brings organizations and 600,000+ individuals together across B.C. to strengthen and improve public health care for all.

Together we advocate for evidence-based improvements to our public health care system, stimulate public education on health care issues, and drive positive change to our health care system through campaigns across the province.



BC Centre on Substance Use

Who We Are

The BC Centre on Substance Use (BCCSU) is a provincially networked organization with a mandate to develop, help implement, and evaluate evidence-based approaches to substance use and addiction. BCCSU seeks to improve the integration of best practices and care across the continuum of substance use through the collaborative development of evidence-based policies, guidelines, and standards. With the support of the Province of BC, BCCSU aims to transform substance use policies and care by translating research into education and care guidance, thereby serving all British Columbians.



What We Do

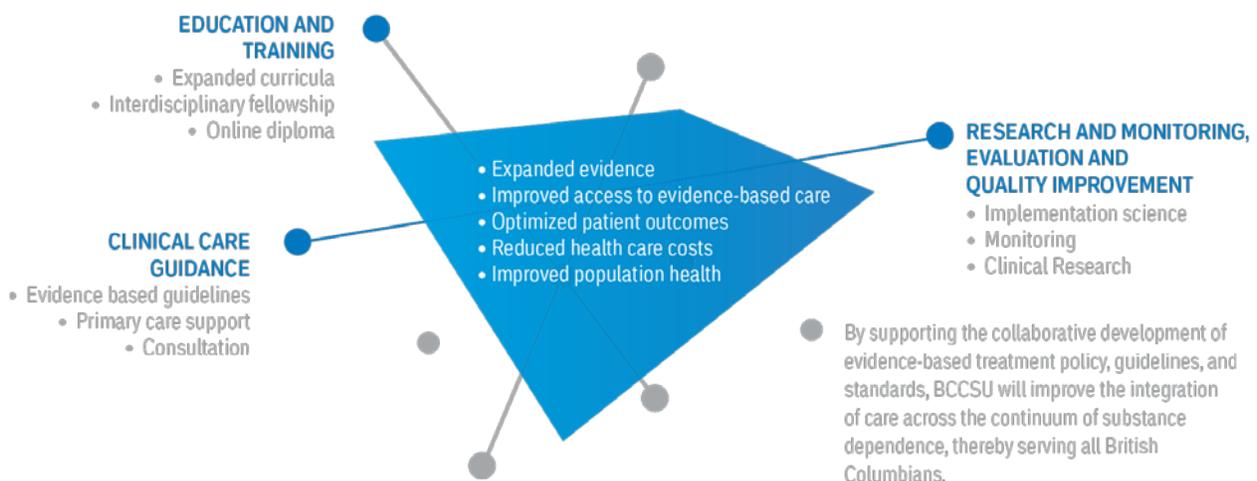
The BCCSU seeks to achieve these goals through integrated activities of its three core functions: research and evaluation, education and training, and clinical care guidance.

Research—Leading an innovative multidisciplinary program of research, monitoring, evaluation and quality improvement activities to guide health system improvements in the area of substance use.

Education and Training—Strengthening addiction medicine education activities across disciplines, academic institutions and health authorities, and training the next generation of interdisciplinary leaders in addiction medicine.

Clinical Care Guidance—Developing and helping implement evidence-based clinical practice guidelines, treatment pathways and other practice support documents.

CORE FUNCTIONS



BC College of Family Physicians

What We Do

The BC College of Family Physicians (BCCFP) is the professional home of family medicine in BC.



We provide leadership, support, advocacy and continuing professional development (CPD) for more than 5,700 members from across the province.

Our members are family physicians, family medicine residents, and medical students interested in pursuing a career in family medicine.

We serve our members by:

- Developing and delivering CPD that meets the evolving needs of BC family physicians.
- Promoting and demonstrating the value of the specialty of family medicine through our ongoing advocacy work and the BCCFP awards and honours program.
- Supporting family physicians at every career stage.
- Empowering family physicians to address health equity and the social determinants of health.

BC SUPPORT Unit

Who We Are

The BC SUPPORT (**S**upport for **P**eople and **P**atient-**O**riented **R**esearch and **T**rials) Unit is a multi-partner organization created to support, streamline and increase patient-oriented health research throughout British Columbia. The Unit is part of the BC Academic Health Science Network (BC AHSN).

What's Health Research?

An organized way of collecting and analyzing information to understand and aims to improve our health.

What is patient-oriented research?

Research done in partnership with patients, that answers research questions that matter to patients and aims to improve health care.

The Unit has two main roles:

- Providing services to our stakeholders: patients, researchers, health care providers and health system decision makers.
- Facilitating initiatives identified as provincial priorities.

There's a Provincial Hub located in Vancouver which coordinates activities across BC and provides services to the Vancouver region. There are also four additional regional centres located in other regional health authority areas (Fraser, Interior, Northern, and Vancouver Island).

The Unit is one of 11 Support Units established across the country as part of Canada's Strategy For Patient-Oriented Research (SPOR) led by the Canadian Institutes of Health Research (CIHR).



BC SUPPORT Unit
Advancing Patient-Oriented Research

Clinical Trials BC

Research Ethics BC



Patient Voices Network

What We Do

The Patient Voices Network (PVN) is a community of patients, families and caregivers working together with health care partners to improve BC's health care system. This collaboration results in improved patient safety, better health outcomes, reduced health care costs, and better decision making. It leads to better care experiences for patients and care providers. The inclusion of the patient voice provides new perspectives and greater understanding for both patient and health care partners, leading to more informed decisions.

Those interested in joining our network may sign up either as Patient Partners, who participate in engagement opportunities that seek to include the patient perspective, or as Friends, who receive news about PVN and may participate in surveys and learning events. Our patient partners are a diverse group from a variety of backgrounds with a passion to improve health care in BC. Our health care partners consist of health authorities, health organizations, and academic institutions who share our vision of engaging patient partners to improve quality of care. PVN connects patient and health care partners through unique engagement opportunities that depend on the needs of a particular project. Local opportunities enable patient partners to help improve care in their communities, while provincial opportunities address care across BC.

A key priority for PVN is to diversify our network to better reflect the population in BC because we recognize that BC's communities are culturally diverse, and that characteristics such as age, ethnicity, and gender affect our health care experiences and needs. For example, we are excited to be working with the First Nations Health Authority to be able to include the voice and perspectives of Indigenous people and communities in health system planning. We want to ensure all British Columbians, no matter their background or location, have an opportunity to improve their health care system.



Did you know:

- Working in partnership with health care partners, patient partners are invited to collaborate on a broad scope of engagement opportunities to help improve our health care system.
- In 2016, PVN supported more than 200 engagement opportunities across BC.
- PVN has an improved online presence through its website (patientvoicesbc.ca) and social media, online engagement opportunity postings and a networking group to enable easier connections.
- In the last year PVN has grown from 349 to 797 members.
- PVN is working towards creating a more diverse and engaged Network that reflects the needs and experiences of BC's population.

Umbrella Multicultural Health

Who We Are

As a Cooperative community health centre, we are delivering culturally-appropriate health services to immigrants and newcomers in the Lower Mainland.

We're a cooperative community health centre because we believe people should be empowered to make their own decisions about their health care.

Anyone who self-identifies as having language or cultural barriers accessing health care is eligible for membership.



Health Cooperative

- Democratic rule
- Accountable to community
- 80% of Board of Directors elected from membership



Cross Cultural Health Broker

- Bilingual, bicultural bridge
- Equitable access
- Improved health outcomes



Community Health Centre

- Integrated team care
- Address social determinants of health
- Cost-effective