

## Patients as Partners: Ministry of Health

### 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 patient- and family-centred care at every level of the health-care system. We ensure that the patients' voice, choice and representation are embedded into the health care sector work that we are involved in.

We are a small team of ministry employees (four of us) and we collaborate across the health care sector in all the work that we do.

### What we do

In addition to strategic planning, creating policy and aligning with the Ministry of Health's strategic priorities, the Patients as Partners Program funds and collaborates with a variety of different organizations, working at different levels of the health-care system – from the individual to the community and system-wide.



### Did you know?

The Ministry of Health's Patients as Partners Program currently supports six organizations through direct funding so they can engage patients and families, develop broader organizational capacity for patient- and family-centred care, and deliver programs which support self-management.

The University of British Columbia Intercultural Online Health Network (iCON) is a provincial leader in e-patient work. There have been 13,226 participants in Chinese language events, 7,713 Punjabi language participants, 4,268 attendees at First Nations events, 354 at English language knowledge sharing events, and 70,347 visitors to their website with 391,659 webpage views.

The Patients as Partners motto is *nothing about me...without me.*

The Patients as Partners program funds a number of partner organizations to provide support and improvements for patients, families, caregivers, health care workers, physicians, and communities across the province. Each month, we will be providing you with an update as to what is being offered:

**University of Victoria Self-Management Programs:** The chronic disease suite of evidence-based self-management programs, provided by the University of Victoria and funded by ministry, have been supported since 2002. These interactive programs provide information and teach practical skills for people with chronic conditions and their family members to live better with chronic disease and are provided in community centres across the province and online. Workshops on self-management support are also available to health care professionals and a telephone delivered self-management coaching program is provided to persons who previously had self-management training or to persons who prefer not to participate in group programs. Currently there are approximately: 600 peer leaders, 300 annual training sessions, and over 35,000 participants who have attended in previous years. Several comprehensive evaluations have been conducted on these programs and at present pre- and post-patient activation measures (PAM) scores have been collected that show increased confidence by participants in managing their health. Improved PAM scores have been shown as a predictor of future health care costs. Additionally, UVIC has found a two to one return on investment (costs of training versus a reduction in health care service use) with patients that are in better control of their care compared to similar patients without the training. See [www.selfmanagementbc.ca](http://www.selfmanagementbc.ca) for more details.

## Upcoming Activities

- **Community Self-Management Programs**

Adults with chronic health conditions and family members can participate in self-management programs offered in communities throughout BC at no cost. These are evidence-based programs which provide information, teach practical skills and give people the confidence to manage their health condition(s). Each program is six sessions, 2.5 hours per session held over six weeks. There are ten to sixteen participants in each workshop.

- **Cancer: Thriving and Surviving Self-Management Program:** helps people living with cancer or who have been affected by cancer to better manage their symptoms and their daily lives. Family, friends and/or caregivers can also attend.
- **Chronic Conditions Self-Management Program:** helps people with chronic conditions to better manage their symptoms and their daily lives. Family, friends and/or caregivers can also attend.
- **Chronic Pain Self-Management Program:** helps people with chronic pain to better manage their symptoms and their daily lives. Family, friends and/or caregivers can also attend.
- **Diabetes Self-Management Program:** helps people living with type 2 diabetes to better manage their symptoms and their daily lives. Family, friends and/or caregivers can also attend.

**To register:** email [selfmgmt@uvic.ca](mailto:selfmgmt@uvic.ca) or call 604-940-1273 or toll-free 1-866-902-3767.

\*Please note that workshops are continuously scheduled, postponed or cancelled so please refer to the website for the most current listings [www.selfmanagementbc.ca](http://www.selfmanagementbc.ca)

**Upcoming Fall Dates and Locations:**

Venue	City	Start date dd/mm/year	Time	type	language
<b>FRASER REGION</b>					
Glen Pine Pavilion	Coquitlam	09/09/2017	10:00 am to 12:30 pm	Diabetes	English
Walnut Grove Community Centre	Langley	10/09/2017	1:00 pm to 3:30 pm	Chronic Pain	English
Century House	New Westminster	16/09/2017	10:00 am to 12:30 pm	Chronic Pain	English
Queensborough Community Centre	New Westminster	20/09/2017	10:00 am to 12:30 pm	Chronic Conditions	English
Jim Pattison Outpatient Care & Surgery Ctr	Surrey	09/09/2017	10:00 am to 12:30 pm	Chronic Pain	English
<b>INTERIOR REGION</b>					
Castlegar & District Community Health Centre	Castlegar	11/09/2017	10:00 am to 12:30 pm	Chronic Pain	English
John Tod Centre Y	Kamloops	18/09/2017	2:00 pm to 4:30 pm	Cancer	English
Kamloops - Downtown Y	Kamloops	28/09/2017	1:30 pm to 4:00 pm	Chronic Pain	English
Southern Interior Rotary Lodge (Cancer Society)	Kelowna	14/09/2017	6:30 pm to 9:00 pm	Cancer	English
The Martin Centre	Kelowna	20/09/2017	2:00 pm to 4:30 pm	Chronic Pain	English
H2O Adventure & Fitness Centre	Kelowna	28/09/2017	1:00 pm to 3:30 pm	Cancer	English
Parkinson Recreation Centre	Kelowna	28/09/2017	1:00 pm to 3:30 pm	Chronic Pain	English
Winfield Senior Centre	Lake Country	27/09/2017	9:30 am to 12:00 pm	Chronic Conditions	English
Selkirk College - Nelson (Silver King Campus)	Nelson	22/09/2017	9:30 am to 12:00 pm	Chronic Pain	English
People Place	Vernon	21/09/2017	1:30 pm to 4:00 pm	Chronic Conditions	English
Johnson Bentley Aquatic Centre	West Kelowna	29/09/2017	1:00 pm to 3:30 pm	Chronic Pain	English
<b>VANCOUVER COASTAL REGION</b>					
Thompson Community Centre	Richmond	20/09/2017	9:30 am to 12:00 pm	Chronic Conditions	English
Sechelt Public Library	Sechelt	08/09/2017	1:00 pm to 3:30 pm	Diabetes	English

Venue	City	Start date dd/mm/year	Time	type	language
Marpole-Oakridge Community Centre	Vancouver	12/09/2017	6:00 pm to 8:30 pm	Chronic Pain	English
<b>VANCOUVER ISLAND REGION</b>					
Community Health Services (formerly IHN)	Port Alberni	08/09/2017	10:00 am to 12:30 pm	Cancer	English
Community Health Services (formerly IHN)	Port Alberni	20/09/2017	1:30 pm to 4:00 pm	Chronic Pain	English
Esquimalt Westshore Health Unit	Victoria	12/09/2017	10:00 am to 12:30 pm	Chronic Pain	English
Hillside Seniors Health Ctr - Yakimovich Wellness Ctr	Victoria	20/09/2017	10:00 am to 12:30 pm	Cancer	English
Greater Victoria public Library- Oak Bay Branch	Victoria	20/09/2017	1:00 pm to 3:30 pm	Chronic Pain	English

- **Online Chronic Conditions Self-Management Program**

This workshop takes place entirely online. Participants can participate using any computer with an Internet connection, even a dial-up connection. With up to 25 people in each workshop group, interactive sessions are posted each week for six weeks. Participants log on at their convenience two or three times a week for a total of about two hours a week. Participants can remain anonymous and everything takes place on a dedicated, secure website. Participants set their own goals and make a step-by-step action plan to help them feel better and start doing the things they want to do again.

**Date and Location:** Ongoing, online

Registration and contact: email [bc@selfmanage.org](mailto:bc@selfmanage.org) or call 604-940-1273 or toll-free 1-866-902-3767.

- **Self-Management Health Coach Program**

This telephone-based coaching program supports people living with chronic conditions to become better self-managers. Health Coaches connect with participants by telephone, once a week for 30 minutes, for a period of three months. Coaching can be extended for another three months upon a mutual agreement between all parties. Through this contact, Health Coaches can support participants who would like to:

- Choose goals and actions they want to take to better manage their health
- Identify and problem-solve barriers to being healthier
- Become more self-confident
- Be motivated to initiate and maintain health-behaviour changes

Health Coaches provide a dimension of support that complements and enhances professional health care; they do not provide medical or clinical advice or treatment.

**Date and Location:** Ongoing, telephone

Registration: email [smhcoach@uvic.ca](mailto:smhcoach@uvic.ca) or call 604-940-1273 or toll-free 1-866-902-3767.

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**Family Caregivers of BC:** The Society has collaborated with Patients as Partners since 2010, and was invited to provide the voice for family and caregivers at Patients as Partners committees and events. Ministry funding for the Society began in 2014 and supports the development and enhancement of provincial community supports for family caregivers of persons who are in poor health, elderly and/or disabled across all socio-demographic populations of B.C. Specifically services to family caregivers include: providing a provincial resource centre ‘hub’ with online tools, educational materials, telephone and in-person supports and caregiving circles, webinar educational sessions for family caregivers (psychosocial support, stress reduction, conflict resolution skill building, planning, etc.) and health professionals (family caregiver dynamics, needs, issues, engagement strategies, etc.) and continued provincial engagement with the health sector to accelerate the inclusion of family caregivers in key health initiatives and promote knowledge of caregiver specific issues to improve streamlining of efforts.

### **Current Resources**

- **Caregiver Connection Newsletter – Summer Edition**

A free quarterly newsletter published by the Family Caregivers of BC. It is full of interesting and informative articles directly related to caregiving issues. Please see [www.familycaregiversbc.ca/caregiver-connection/](http://www.familycaregiversbc.ca/caregiver-connection/) for your copy of the newsletter, or to check out other free resources.

- **Webinar Replays**

For an extensive listing of past webinars please go to: [www.familycaregiversbc.ca/events/webinars/](http://www.familycaregiversbc.ca/events/webinars/)

- **Support Groups**

There are over 40 in-person support groups for family caregivers in BC, to find one in your area please see [www.familycaregiversbc.ca/family-caregiver-support-groups/](http://www.familycaregiversbc.ca/family-caregiver-support-groups/)

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**Centre for Collaboration Motivation and Innovation (CCMI):** Work on Brief Action Planning, a structured evidence-based self-management support technique to help patients, clients, or peers make concrete action plans to improve their health, was piloted by Patients as Partners via ImpactBC in 2012-2014. From the successful results of the pilot study, the ministry provides funding to CCMI directly, with ministry and health authority direction, to provide this program ‘in house’ as well as additional a menu of educational and quality improvement offerings including: motivational interviewing, health literacy, shared decision making working in diverse groups, and patient and family centered care.

### **Current Resources**

- Stay tuned for upcoming events from CCMI, in the meantime please see [www.centrecmi.ca](http://www.centrecmi.ca) for free online materials.

**Delaney and Associates:** As national and international experts in the field of public engagement, Delaney and Associates have been contracted, first as a subcontractor through ImpactBC in 2012 and 2013, and later directly by the ministry from 2014, to support the development of standardized best practice provincial tools and capacity building for Patients as Partners stakeholders. Work included developing patient and public engagement tools and resources, providing the International Association of Public Participation (IAP2) certificate training and related programs that are customized for the BC healthcare environment to Patients as Partners stakeholders, as well as supporting a number of engagement processes and providing expertise on current best practices on patient engagement. Since 2010, more than 800 health care workers have been trained and 40,000 patients have been engaged.

#### **Current Resources**

- Stay tuned for upcoming events from Delaney and Associates, in the meantime please visit [www.rmdelaney.com](http://www.rmdelaney.com) for more information.

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**The University of British Columbia Intercultural Online Health Network (iCON)** began to receive funding from the ministry in 2010 to provide culturally and linguistically tailored information on chronic disease management to South Asian, Chinese, and Indigenous communities. iCON works in partnership with healthcare professionals to provide: in-person public health forums with webcasting access, community workshops, printed and online patient education materials, as well as learning and development opportunities for UBC health professional trainees. iCON is also active in knowledge sharing through publications, abstracts and presentations. In addition, iCON has become a leader in e-patient work in B.C. through its collaborations with numerous partner organizations and with the support of the ministry. To date, there have been 13,226 participants in the Chinese language events, 7,713 Punjabi language participants, 4,268 attendees at First Nations events, 354 at English language knowledge sharing events, and 70,347 visitors to their website with 391,659 webpage views. Measurement is undertaken to evaluate program impact and effectiveness. Participants have shown both improvements in their confidence in managing their health conditions and have reported making both large and small changes to improve their health.

#### **Current Resources**

- Stay tuned for upcoming events from iCON, in the meantime please see <http://iconproject.org/> for more information.

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**Pain BC** has been engaged with Patients as Partners through numerous Ministry of Health funding mechanisms since 2008, including a grant and funds provided by the Specialist Services Committee, a joint committee of the Doctors of BC and the ministry. In 2015 Patients as Partners provided funding to pilot the Connect for Health program which provides resources and health care navigation supports for people with chronic pain; develop and launch the interactive online 'Live Plan Be' program—an innovative mechanism for patients to learn and become more engaged in managing their chronic pain

and is a support for family physicians in providing care for their patients; foster patient-centered care for people in pain through patient engagement and local interdisciplinary collaboration; foster collective action on prescription drug misuse for chronic pain; and continue with provincial engagement and health sector collaboration. See [www.painbc.ca](http://www.painbc.ca) for more information.

### Upcoming Activities

- **Pain Waves Podcast**

**Date and Location:** Ongoing. Subscribe to the Pain Waves podcast at [Apple Podcasts](#) or [Spreaker](#) to receive our monthly podcasts, or listen to them on [www.liveplanbc.ca](http://www.liveplanbc.ca)

- **The Second BC Provincial Pediatric Pain Management Symposium**

Join BC Children's Hospital Department of Psychology, UBC's Department of Pediatrics and Anesthesia, Pain BC and the Arthritis Society for an educational event focused on best practice pediatric pain management.

**Friday, Sept. 22:** 7:00-8:00pm, Vancouver:

Community talk on the Aboriginal Children's Hurt & Healing Initiative and Art for Healing, including *Art from the Heart*, a travelling artwork exhibition created by Aboriginal children.

**Registration:** Free/by donation at <https://painbc.ca/pedspainbc2017>

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For more information on the Patients as Partners Program please contact Kristen Grant at [Kristen.grant@gov.bc.ca](mailto:Kristen.grant@gov.bc.ca)