

PATIENTS AS PARTNERS INITIATIVE

COLLECTIVE REACH 2018-2019



The Patients as Partners Initiative strives to promote person- and family- centred care in BC through the work of the following funded partners:

- The Centre for Collaboration, Motivation and Innovation (CCMI)
- Family Caregivers of BC
- The University of Victoria's Self-Management BC
- Delaney + Associates
- UBC Intercultural Online Health Network (iCON)
- Pain BC

Events

288 Workshops & Webinars

12 Conferences & Forums

143 Training & Learning Sessions



Delivered in **65** communities across B.C.

reaching a total of **7,540** Participants

Impact

13,129 individuals reached through events & services

↑ 19% from 2017-2018

8,249 Patients

1,933 Family Caregivers

1,016 Health Care Providers

1,931 Staff & Health Administrators

Services

289 Health coaching participants	3,383 Self-management & caregiving support group participants	1,917 Support line users
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830 patient peer leaders, health-care providers, students, and community members contributed **26,566** volunteer hours

Over 400 partnerships with community organizations, health organizations, health centers, and media outlets

Resources

Patients	327,799 Print and multimedia resources distributed/accessed
Caregivers	115,637 Print and multimedia resources distributed/accessed
Staff & Health Administrators	66,142 Print and multimedia resources distributed/accessed

Social

595,971 total interactions

79,968 Newsletter / e-blast recipients

20,893 Social media subscribers & followers

495,110 Web hits

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The Triple Aim

Better Health

84% reported to have made a major change as a result of their participation

Improved Experience

94% felt more confident in managing their or their dependent's health

Sustainable Cost

98% of health care providers and staff learned ways to work towards person- and family-centered care



Comments from participants and contributors:

"I have been able to network with others from my self-management group for more resources. It also helped me break out from feelings of hopelessness, helplessness and isolation...Every week we set our goals and I learned to breakdown my goals so they were achievable."



Patient



Health Care Provider

"I use Brief Action Planning with people that have been admitted involuntarily to the psychiatric ward. It gives them power back. This is a huge benefit to them in what can be a very disempowering experience. Asking them what they want vs. telling them what they must do shifts the conversation."

"It has been immense value in just having that space to be able to have these conversations on cultural safety. The stories shared by Elders and knowledge holders during the event are not usually shared with health providers...Being able to initiate partnerships with the other attendees was also very valuable."



Health Administrator



Caregiver

"For me, just accepting the label "caregiver" has been so difficult. I'm caring for my parents and it's very hard to see the roles switch. I'm so lucky I came across your service, it has been so helpful!"



More work is needed to sustain impact:



Health Administrator

"How do we approach engaging patients and families? How do we structure this work? What kind of initiatives should there be? Should we be thinking about longer term engagements? We need coaching with how to do this."