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)
- Delaney + Associates
- Family Caregivers of BC
- UBC Intercultural Online Health Network (iCON)
- The University of Victoria’s Self-Management BC
- Pain BC

**Events**

- **288** Workshops & Webinars
- **12** Conferences & Forums
- **143** Training & Learning Sessions

**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

**Resources**

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

**Other**

- **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

**Delivered in**

65 communities across B.C.

reaching a total of 7,540 Participants
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**The Triple Aim**

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<tr>
<th>Better Health</th>
<th>Improved Experience</th>
<th>Sustainable Cost</th>
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<tbody>
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<td>84% reported to have made a major change as a result of their participation</td>
<td>94% felt more confident in managing their or their dependent’s health</td>
<td>98% of health care providers and staff learned ways to work towards person- and family- centered care</td>
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**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."

- "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."

- "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:**

- "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."