

British Columbia Ministry of Health Patients as Partners Initiative

Stories of Engagement

Ministry of Health's Primary Care Network and Patient Medical Home Engagement

Subject: System of Primary and Community Care Visioning

Interview Date: March 30, 2017

Health Authority: Interior Health, Fraser Health and Vancouver Coastal Health

Service Area: Primary and community care

Topic: The Ministry of Health organizes multi-stakeholder engagement on the Primary and Community Care system redesign



What was the issue?

The primary care engagement project started in the fall of 2016 surrounding the strategic work that the Ministry of Health is leading on primary care transformation. The purpose of the engagement was to hear what expectations patients and families have of primary and

community care, what they think of the proposed changes, what they would like the primary and community care system to look and feel like, and how to best evaluate their experience with the system.

As an integrated system of primary and community care touches everyone in the health-care system, the ministry team leading the project wanted to involve several stakeholders in the development of the engagement materials. Led and funded by the Ministry of Health's Patients as Partners Initiative,

Fast Facts

- **Spectrum:** Involve
- **Number of Stakeholders:** 80
- **Type of Stakeholders:** Patient partners, administrators, health-care providers, health-care staff
- **Families Involved:** Yes
- **Ministry Priority:** Primary and community care
- **Health Outcomes:** Key purpose of the engagement was to inform planning to improve patients' experience of care. It is too early to speak to long-term outcomes, but the goal for the system change is to improve all three aspects of the Triple Aim for primary care.

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other collaborators included the General Practices Services Committee, Doctors of BC, Ministry of Health staff, Delaney + Associates team, Interior Health, Fraser Health, Vancouver Coastal Health, Delta Division of Family Practice, South Okanagan Similkameen Division of Family Practice, the Practice Support program, Patients Voices Network, and patients and families. The engagement was a great success that highlighted system-level collaboration between partners.



What was the engagement?

Three engagement events were organized in three different health authorities (Interior Health, Fraser Health and Vancouver Coastal Health) in January 2017.

The engagements were purposely organized in a workshop format to support meaningful involvement and engagement by all participants – with polls, surveys, paired

interviews and small group discussions.

The main strategic priorities for the engagement were around primary and community care – the relationship patients have with the primary health-care providers and creating a primary care system that is wrapped around the patient.

In March 2017, the General Practice Services Committee had the results of the engagements presented, and questions were brought forward on how to use the information received at the decision-making table.

What was the outcome?

The engagement was a success, and the Ministry of Health would like to use this engagement as a starting point for a more comprehensive engagement strategy with patients and stakeholders.

The workshop format worked well because people could ask questions of the subject matter experts and ministry staff, share their feelings and provide input in different formats. Despite the short lead time to organize logistics and prepare all the materials, the engagement was a great success.

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The engagement brought patients and families into the focus of future planning and decision-making. The ministry policy team is continuing their discussions, and the engagement has helped the project team focus the discussion, with patients at the centre of the planning. The goal for the system is to provide person-centred care that is easily navigated, with optimal access to self-management resources.

This engagement process marks the beginning of longer-term system change. The input received will be used to guide the changes, policy development and help make sure that the health-care system is providing the right care at the right time. It is too early to comment on any of the aspects of the Triple Aim strategy, but the key purpose of the engagement was to inform planning to improve patients' experience of care, and to have a solid understanding from patients' input on what good care looks and feels like. The goal of the system change is to improve all three aspects of the Triple Aim, and that the primary care service model continues to adapt to changing demand.

The project team had positive evaluations about the engagement process from all the stakeholders, and the system collaboration worked very well. British Columbia is a big province, with groups often working individually. Working together was the right approach for this project.

The project lead's advice to teams heading similar system-wide engagements was, "Be open and engage early with your stakeholder groups, and ensure there is free-flowing communication supporting the project."

How can you get involved with health-care engagements?

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