

# Patients as Partners Initiative Round-Up Engagement Table

*February 6, 2018 | Vancouver, B.C.*

*Executive Summary*



## Executive Summary

*Patients, Family Caregivers, Practitioners and Health-Care Staff: A Summary of Regional Engagements Throughout the Province*



**Background:** The B.C. Ministry of Health's Patients as Partners Initiative hosted a series of Regional Engagement Tables that concluded with a final, provincial round-up table. The final table was a full-day workshop held in Vancouver on February 6, 2018, with 62 participants, comprised of patients, family caregivers, health-care practitioners and health-care administrative staff from communities throughout the province. The purpose was to bring together representatives to hear and consider key feedback collected at the regional tables, discuss what was learned, and suggest new ideas for improving access to health care. Discussions were guided by the goal of providing person- and family-centred care. Information from the workshop will be shared with

patients, families, and caregivers to confirm completion of this engagement. As well, the information will be shared with community and provincial health leaders as they develop new policies and strategies for health-care improvements. The theme for the regional engagement tables was decided in collaboration between the Ministry of Health and the co-hosting health authority, including: Island, Interior, Fraser, and the First Nations Health and Provincial Health Services authorities.

The workshop used a variety of engagement techniques where people worked together in World Café and Open Space formats. The overall goal was to identify actions or ideas that they believed are the key priorities needed to advance health care for all British Columbians.

Participants said the workshop was a very positive event and they felt that they were able to share ideas, be heard and learn from others. Elder Roberta Price from the Snuneymuxw and Cowichan First Nations closed the day with a call to action to work together, to take care of one another and to work together with an understanding heart.

Participants generated a multitude of ideas with **five main ideas** that were consistently referenced and received a high level of consensus:



- 1) Provincial leadership for one integrated, electronic medical record.
- 2) Develop a system or program to help patients, families and providers navigate and better understand the services currently available and how to access changing models of care.
- 3) Advance team-based care that has patients at the centre, is appropriately funded, more broadly defined, and has effective checks and balances.
- 4) Invest in technology (including expanded Internet capabilities) so that virtual care can play a more prominent role in supporting rural and remote communities.
- 5) Develop a communications strategy (with a marketing and education component) so that providers, patients and families understand the changes that person- and family-centred care entails and the resources that are available to support these changes.

The Patients as Partners Initiative empowered participants to determine the afternoon of the engagement event with an Open Space engagement technique. This empowered participants to determine the topics to be discussed during the engagement event. Each table was asked to “pitch” a subject they would like to discuss in relation to how to advance person- and family-centred care in British Columbia. The activity of “pitching” topics was high-energy, fun, and a collaborative way for people to generate enthusiasm for their topics and encourage others to participate in a more detailed discussion. Each idea for discussion was given a breakout room where people could brainstorm and work together to develop one or two action items for prioritization through voting. Results of this prioritization are listed below from items receiving the most to least votes. Some of the topics are similar, or the same as one another, reinforcing their importance to the group.

- 1) **A single medical record:** The Ministry of Health is to partner with vendors to find a solution to “one-record.” Make it a vendor’s problem to find solutions. (63 votes)
- 2) **Forget the silos:** Develop a system that involves navigators who can bridge services for people and be communications specialists throughout the health-care journey. (54 votes)
- 3) **Integrated health community centres:** Create hubs of health-care programs near health community centres (include optometry, dental, hospice, mental health, non-profit patient programs, disability alliance, etc.). (41 votes)
- 4) **One-record:** Ministry of Health must show leadership for one record for every patient... choose the product, bring to legislation and move forward. (40 votes)
- 5) **Navigator strategy:** Do an environmental scan to identify best practices and methods that may work in B.C. for health “navigators”/“navigator models.” (38 votes)
- 6) **Define relationship-based care:** Implement required training in health authorities and learning institutions to define what relationship-based care means to them (based on role + responsibilities). (35 votes)
- 7) **Centralized database:** Develop a centralized database of health empowerment strategies for patients. (34 votes)
- 8) **Education with the triad of care:** Education to advance person- and family-centred care within the family caregiver, patient and provider model to identify/recognize, refer/support, engage and include. (31 votes)
- 9) **Patient engagement to develop navigator programs:** Have a focus group with patients and a multidisciplinary team to develop an Acute Care Transition Navigator. (29 votes)
- 10) **Communications strategy:** Define and identify key messages for promotion and increased awareness of health-care resources available in communities (i.e. call 811/211). (29 votes)





**In the evaluation survey, 100% of participants agree or strongly agree that it was valuable to hear from others.**

*“The interchange with the mix of people who attended was most valuable. Even within the various sectors, the views varied. This led to a much better, more informed and wider-ranging exchange.”*

**In the evaluation survey, 100% of participants agree or strongly agree that they had an opportunity to share their thoughts and ideas.**

*“Listening to different perspectives of both patients & care providers. There are always different sides to any issue and hearing the challenges from health-care professionals brings us closer together in finding solutions. It is an important step in breaking down the silos.”*



For more information on the Patients as Partners Initiative, please go to our website:  
<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/patients>