



# Patient Engagement Session Taking Action

November 26, 2013

# It's About the Patients

*“Change the way  
you look at  
things, and the  
things you look  
at will change.”*

Making even **small** changes can lead to **big** results.

You just have to decide to take the first steps:

- What do you want?
- What do you need?
- What's in your way?
- What needs to change?

**Make a change, big or small.  
You'll love what happens next.**

# Review of the Day

- Time to think about and plan how you will implement ideas from the workshop, or what you will share with colleagues
- Keeping the energy and momentum
- So, as the “Away Team” attending this session today, what are you going to bring back to your “Home Team” to inspire, energize and facilitate action and change?
- “Action Plan” -- using ideas from today to capture:
  - What we have learned
  - Where do we go from here?

# Learnings

- One “aha” moment
- Top three things your organization needs to know about the importance of patient engagement
- Top three differences patient engagement make to clients, caregivers and families
- One takeaway message from the Leslee Thompson video: “Nothing About You Without You”
- One takeaway message from your breakout session this morning

# Action Plan

- Three action steps from your breakout session this morning
- One action you will take tomorrow
- One action you will take on Monday
- One roadblock you anticipate when you get back to your team
- Three options to overcome the roadblock
- Three informal and formal participation mechanisms you will use
- Three people from today that you will connect with for information, help and consultation



# Patient Engagement Session Wrap- Up

November 26, 2013

# Patient-Centred Leadership Checklist

## Share Stories

- How do we learn from patients?
- Listen and capture stories – share them with a friend, colleague, peer -- even someone you don't know

## Assess and Translate

- How do we convert a person's story into care that is patient-centred?
- Too often we're consumed with data – bring the numbers alive by 'people-izing the numbers'

## Be Inclusive

- Has a patient's voice been included in your planning?
- A patient may not always be at the table but their perspective must be built in to the process/framework

## Listen, Learn and Teach

- What have I learned from a patient today?
- You have to live it, to lead it and participate in it – or it doesn't quite catch on

# Learnings

**One “aha” moment:**

**Top three things your organization needs to know about the importance of patient engagement:**

1)

2)

3)

**Top three differences patient engagement make to clients, caregivers and families:**

1)

2)

3)

**One takeaway message from the Leslee Thompson video: “Nothing About You Without You”:**

**One takeaway message from your breakout session this morning:**



# Actions

**Three action steps from your breakout session this morning:**

1)

2)

3)

**One action you will take tomorrow:**

**One action you will take on Monday:**

**One roadblock you anticipate when you get back to your team:**

# Actions

**Three options to overcome the roadblock:**

- 1)
- 2)
- 3)

**Three informal and formal participation mechanisms you will use:**

- 1)
- 2)
- 3)

**Three people from today that you will connect with:**

- 1) Information:
- 2) Help:
- 3) Consultation:

# Info Links

- <http://www.changefoundation.ca/> (The Change Foundation)
- <https://www.cancercare.on.ca/toolbox/pfac/> (Cancer Care Ontario - Patient & Family Engagement Toolkit)
- <http://www.kgh.on.ca/en/aboutkgh/Patient%20and%20Family%20Advisory%20Council/Pages/default.aspx> (Kingston General Hospital)
- <http://www.albertahealthservices.ca/patientengagement.asp> (Alberta Health Services)
- <http://www.cdha.nshealth.ca/system/files/sites/317/documents/engagement-framework-and-toolkit.pdf> (Capital Health, Alberta - Engagement Framework & Toolkit)
- [http://www.rvh.on.ca/Home.aspx?PageID=913&mid=ctl0\\_MainMenu\\_ctl1-menuitem001-subMenu-menuitem000](http://www.rvh.on.ca/Home.aspx?PageID=913&mid=ctl0_MainMenu_ctl1-menuitem001-subMenu-menuitem000) (Royal Victoria Regional Health Centre – My Care)
- [http://www.banac.on.ca/cat\\_about.html](http://www.banac.on.ca/cat_about.html) (Barrie & Area Native Advisory Circle)
- <http://www.patientexperiencesummit.com/>
- <http://www.patientscanada.ca/> (Patients Canada)
- <http://www.patientsforpatientsafety.ca/English/Pages/default.aspx> (Patients for Patient Safety Canada)
- [http://www.ipfcc.org/advance/Tips\\_For\\_Recruiting.pdf](http://www.ipfcc.org/advance/Tips_For_Recruiting.pdf)
- [http://www.waypointcentre.ca/patients\\_families/patient\\_client\\_and\\_family\\_council](http://www.waypointcentre.ca/patients_families/patient_client_and_family_council) (Waypoint Patient/Client and Family Council)

# Wrap-Up

- Thank You
- Evaluation
- Follow-up comments/questions:

[Sheila.Winegarden@LHINS.on.ca](mailto:Sheila.Winegarden@LHINS.on.ca)

Community Engagement Coordinator  
705-326-7750, ext 237

*“If we did all the things we are capable of,  
we would literally astound ourselves.”*

-- Thomas Edison