

Clinical Applications in Person-Centred Care

Course content

Why Patient Engagement is Important

Topic	Synopsis	Presenter
Why is Patient Engagement Important	This session discusses why PCC and patient engagement is important to patients, families, service users, providers and their staff, senior leaders and the public.	Tricia Woodhead , Associate Director for Patient Safety

Leadership and Infrastructure

Topic	Synopsis	Presenter
Leadership and Infrastructure	<p>This session will discuss the roles and responsibilities of senior leaders and mid-level managers that contribute to successful implementation of PCC. Content will include how senior leaders establish the strategic agenda and related accountability, cascade messages and goal setting and assign resources. Examples will be provided regarding:</p> <ul style="list-style-type: none">- Focusing on midlevel, team managers, and improvement leaders- Maintaining executive support in the face of competing priorities- Connecting initiatives across the organisation e.g. patient experience and patient safety efforts- Incorporating the patient's voice, e.g. developing Patient & Family Advisory Councils	Susan Edgman-Levitan , Executive Director, John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital

Measurement Tools and Techniques

Topic	Synopsis	Presenter
Measurement Tools and Techniques: how do we know we are making a difference?	The impact of changes in care delivery processes need to be understood in terms of effectiveness of impact on patients, families, service users, and care providers as well as the resources required to deliver care and improve related processes.	Shaun Maher , Strategic Advisor for Improvement and Person-Centred Care, The Scottish Government

Topic	Synopsis	Presenter
Assignment	How to measure and evaluate your changes/improvement. Written assignment of up to 600 words. For a planned improvement project of your choosing: <ul style="list-style-type: none"> • Provide a short outline of the project (to include rationale, setting, intervention, groups affected by the change) • Identify the improvement aim of the project • Work with at least one patient and at least one member of frontline health/care staff and jointly propose some relevant Person Centred measures which could be used to map progress toward your project aim. 	Susan Went , Director of Evidence and Improvement for Healthcare Improvement Scotland (HIS)

Patient Experience and Related Data

Topic	Synopsis	Presenter
Patient Experience and Related Data	This session provides patient-reported data to support patient engagement and quality in healthcare and includes patient experience reporting and outcomes including PREMs and PROMs.	Eyal Zimlichman , Chief Medical Officer and Chief Innovation Officer, Sheba Medical Centre

Engaging Patients in their Care: Getting Started

Topic	Synopsis	Presenter
Engaging Patients in Their Care: Getting Started	<p>This session will share practical techniques and tools to begin to understand patients' or service users' needs and wants before attempting to engage them in their own care, including examples from British Columbia, Canada. The useful and widely known techniques include:</p> <ul style="list-style-type: none"> • Demonstrating respect and caring: "Hello, my name is..." • Taking time out to get to know the patient: "Take 5" • Asking "What matters most?" of our patients and families about their care and experiences • Walking beside and observing patient and family experiences 	<p>Ben Ridout, Director, Analytics and Strategic Initiatives.</p> <p>Gail Nielsen, Fellow and faculty of Institute for Healthcare Improvement and ISQua Expert. Centre</p>

Assignment

Reflect on the session on *Engaging Patients in Their Care: Getting Started* and write your story (500 words) for one of these:
 Relate an example from your own care settings where similar processes already exist or where they may be testable in that care setting. Describe enablers and barriers.

Or

Describe how you have or will apply one of the included getting started tips: include what, why, who, when, where, and how.

Partnering with Patients in Quality Improvement

Topic	Synopsis	Presenter
Partnering with Patients in Quality Improvement	This session will discuss strategies for partnering with patients in Quality Improvement and the associated challenges. A case story will illustrate using patient feedback in Quality Improvement.	Karen Luxford , CEO of the Royal Australasian College of Dental Surgeons

Topic	Synopsis	Presenter
Case Study: Actively using patient feedback to drive quality improvement	This case study aims to encourage health services to plan for not only collecting patient feedback but actively using the feedback to identify priorities for quality improvement.	Karen Luxford , CEO of the Royal Australasian College of Dental Surgeons

Co-designing Processes with Patients to Improve Care Delivery

Topic	Synopsis	Presenter
Co-designing Processes with Patients to Improve Care Delivery	<p>This session will use case stories from Canadian Foundation for Healthcare Improvement and the NHS England Always Events © initiative to illustrate how organizations have engaged patient, service users, family members and lived experience peer coaches improve care.</p> <p>The session will include:</p> <ul style="list-style-type: none"> • Engaging patients and service users and peer coaches in developing new or improved, reliable processes • Moving to “Always!” by using the Always Events ® framework to co-design care delivery improvements https://www.england.nhs.uk/ourwork/pe/always-events/ • Measuring, and assessing outcomes from the patient’s perspective 	Wendy Muckle , Executive Director of Ottawa Inner City Health

Assignment

Participants will use the NHS England Always Events Toolkit ® to propose an AE in their own setting. The report will include all criteria of the AE framework. Minimum word count: 500

Assignment

The assignment will be based on the Canadian case studies of the best examples of co-created, co-delivered and co-lived programs that serve complex persons. Minimum word count: 500

Core Care Areas that Benefit from Patient Engagement Expertise

Topic	Synopsis	Presenter
Shared decision-making	Shared decision making is a process in which clinicians and patients work together to select tests, treatments, management or support packages based on clinical evidence and the patient's informed preferences. This presentation will describe the concept in more depth, why it is important, how it is done, and when it is appropriate.	Angela Coulter , Director of Global Initiatives, Informed Medical Decisions Foundation

Topic	Synopsis	Presenter
Medical home and chronic care	This session will cover some of the basic systems needed for caring for those with chronic conditions in a practice or clinic, including registries, measurement of processes and outcomes. It will then cover medical home conceptually and structurally. Finally, we will discuss some of the tools necessary to manage populations to improve health and Total Costs of Care.	Steve Bergeson , Family practitioner

Self-care Management: Practical Techniques for Getting Started

Topic	Synopsis	Presenter
Health literacy and using teach back for triage and building self-care capabilities	This session will describe techniques for engaging patients and their family members to participate in managing their own or a family member's care. Discussion will include basics of health literacy and reliable, sustainable use of teach-back for assessment and building self-care capabilities.	Gail Nielsen , Fellow and faculty of Institute for Healthcare Improvement and ISQua Expert

Assignment

Using the observation guide, complete an observation of at least one clinician teaching a patient something he must do to stay safe, e.g. who to call for help, self-care activities, next appointments (when and where). Describe your learning, including what went well, what could be improved, and how might you test that. (400-500 words)

Or

Seek feedback from users (patients, Service users, family members) on your Current teaching materials for any care setting that describes what to do for self-care. Describe improvements needed to make the information more reader-friendly. If your materials have already been improved using health literacy principles describe how these improvements were achieved; how patients, service users, or families were involved; and the impact. (400 - 500 words)

Topic	Synopsis	Presenter
Using Motivational Interviewing to move patients to action	The challenge to our present Healthcare is the rise and impact of NCDs. This is expected to account for 60% of the prevalence of ill health and 60% of the costs to the Healthcare system. Diseases like Respiratory Diseases, Obesity, Cancer, Cardiovascular Diseases, Liver Diseases, some Psychological problems such as Depression - are strongly linked to Health Behaviour and Lifestyle.	Morgan Chetty , Chair, Independent Practitioners Association Foundation, South Africa

Topic	Synopsis	Presenter
Saying "Sorry" When Things Go Wrong	Participants will understand the new paradigm of Person Based Care and will better understand the close association between patient safety and the duty of candour. Participants will want to explore the real objectives of candour in their own work place.	Cliff Hughes , Professor of Patient Safety and Clinical Quality

Topic	Synopsis	Presenter
Choose Wisely. From an Idea to an International Movement	Choosing Wisely Canada is a campaign to help clinicians and patients engage in conversations about unnecessary tests and treatments and make smart and effective care choices. Although it originated in the US in 2012, Choosing Wisely is now an international movement	Wendy Levinson , Chair of Choosing Wisely Canada

	with over 20 countries participating worldwide.	
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Topic	Synopsis	Presenter
Improving Communication to enhance PPC, PS & PE	This session will outline the importance of effective patient provider communication when healthcare recipients (Patients, Consumers, Clients, Users) have little or no functional speech or communication disability (communication impairments, communication difficulty, communication disorder).	Bronwyn Hemsley , Head of Speech Pathology, University of Technology Sydney

Techniques and Tools for Engaging Employees, Clinicians, and Point-of-Care Staff

Topic	Synopsis	Presenter
Techniques and Tools for Engaging Employees, Clinicians, and Point-of-Care Staff	It is often difficult to bring new processes and responsibilities into a busy patient care setting. This session will discuss practical techniques and tools for engaging point of care staff and clinicians into a new PCC initiative or accelerating an existing PCC initiative, including: <ul style="list-style-type: none"> • Clarifying leaders' roles and the value of change • Building relationships • Asking clinicians "What matters most to you?" • "Shadowing" at the point of care to discover process barriers • Examining whether burnout is in the way of engaging staff • Using the "5 Whys" when things don't go as planned 	Gail Nielsen , Fellow and faculty of Institute for Healthcare Improvement and ISQua Expert

Assignment

Pick one of the Tips for Getting Started, run the test and describe how you conducted it including who, what, when, where, and how; what you learned and any further steps you will take. (word count: 200 words)

Or

Describe how you have or will apply one of the included getting started tips; include what, why, who, when, where, and how. (word count: 200 words)

Topic	Synopsis	Presenter
Case study: Using storytelling and describing the value of the patient engagement efforts	a) Appreciate the importance of patient engagement across all areas of improvement. b) Understand ways in which patient engagement can lead to improved outcomes.	Jennifer Zelmer , President and CEO, Canada Health Infoway

Assignment

Participants will test (with 1-2 patients or service users) one of the ideas related to this module. The report will include the findings from the test and why (or why not) the testing will continue. (minimum word count: 750)

Technology Briefing

Topic	Synopsis	Presenter
Creating a positive impact on patients and physicians' actions through Social Media patient engagement strategies	This session will explore the following: <ul style="list-style-type: none"> • Patient health portals for access to health records • Impacting patients' and physicians' actions through social media • Voice of the patient in designing and managing health social media and patient portals • Creating a positive impact on patients and physician's actions through Social Media patient engagement strategies • Uncover value creation social media strategies that industry leaders are using to strengthen their brand presence and integrity. 	Letizia Affinito , Professor of Marketing Analytics and International Marketing at Boston College

Topic	Synopsis	Presenter
Patient Engagement through Technology	This session will provide discussion around the following: <ul style="list-style-type: none"> • Clearly distinguish between Personal Health Records (PHR) and Electronic Health Records (EHR) • Explore potential benefits of PHRs and strategies aimed at overcoming barriers for adoption • Outline how PHRs are used at integrated delivery systems • Learn the research data about the 	David Bates , Chief, General Medicine Division, Brigham and Women's Hospital

	<p>implementation of PHRs, including architecture, function evaluation, adoption and security issues</p> <ul style="list-style-type: none"> • Provide insight of using social media, smartphone devices and mobile apps in the context of patient engagement 	
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Topic	Synopsis	Presenter
Patient Portals and Patient Preference Passport	<ul style="list-style-type: none"> • Understand the importance of patient preferences • List barriers to identifying and honouring patient preferences • Know how to use the Patient Preference Passport and Patient Portals as tools to enhance communication between patients and caregivers 	<p>Alan Manning, Executive Vice President at Planetree Inc</p>

Innovation Examples in Partnering with Patients

Topic	Synopsis	Presenter
Patient self-dialysis	This session will describe how one patient changed the culture, patient outcomes and joy in work in a dialysis centre.	<p>Patrik Blomqvist, Patient Supporter</p>

Topic	Synopsis	Presenter
Integrating peer support staff into the care team in complex and homeless populations	This session will discuss how to integrate support staff into the care team in complex and homeless populations.	<p>Wendy Muckle, Executive Director of Ottawa Inner City Health</p>

Topic	Synopsis	Presenter
Improving Roma outcomes in clinic using peer support (The Primary Health Care for Travellers Project, Pavee Point, Ireland)	This session will discuss the improvement of outcomes in a Roma community using peer support.	<p>John Brennan, General Practitioner and Healthcare Quality Improvement Faculty with the Royal College of Physicians of Ireland</p>

Topic	Synopsis	Presenter
Open Notes	The session will explore what the OpenNotes are, their implications for patient engagement and how can they improve quality and patient safety.	John Mafi , Assistant Professor of Medicine, David Geffen School of Medicine UCLA