

Principles of Person-Centred Care

Course content

What is Person-Centred Care (PCC)?

An Introduction to Patient Engagement and Patient Experience of Care

Topic	Synopsis	Presenter
What is PCC? Why is Patient Engagement Important? Introduction to Patient Experience & Satisfaction	This session will provide a comprehensive introduction to main concepts, principles and domains for PCC. It will explain the importance of patient engagement and the value of patient experience and patient satisfaction.	Susan Edgman-Levitan , Executive Director, John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital

Culture of Person-Centredness:

Key Principles to Enhance Patient Experience and Transform Care

Topic	Synopsis	Presenter
Key Principles to Enhance Patient Experience and Transform Care Towards a Culture of Person-Centeredness	Person-centred care and patient experience are considered key dimensions of healthcare quality. This session will provide information on the key terms and concepts of person-centred care and patient experience; the evidence around the impact of these dimensions on health and healthcare outcomes; the main determinants of patient experience; the current situation, existing needs, challenges and opportunities for improvement; and the fundamental principles to enhance patient experience and transform care towards a culture of person-centeredness. This session will conclude with a few examples of practical and evidence-based initiatives to enhance patient experience and person-centered care at the patient, provider and policy level.	Ronen Rozenblum , Associate Physician, Brigham and Women's Hospital and Assistant Professor of Medicine, Harvard Medical School

Infrastructure and Leadership

Topic	Synopsis	Presenter
Role of Leadership in PCC, Patient Engagement & Patient Satisfaction	This session examines the essential and powerful role of leadership in engagement with the person, patient, family & community around health and healthcare.	<p>Jim Conway, Trustee, Institute for Patient- and Family Centred Care. Martha Hayward, Lead/Patient and Public Engagement at Institute for Healthcare Improvement.</p> <p>Nicola Truppin, Founder and principal of Health Navigator Partners, LLC.</p>

Topic	Synopsis	Presenter
How a senior leader dealt with a harm case and what was put in place following a harm event	In this session, the senior leader will share his insight into key considerations when dealing with a harm event, based on several adverse event case studies from Ireland.	Philip Crowley , National Director, Quality Improvement, Dr Steevens' Hospital, Ireland

Topic	Synopsis	Presenter
Infrastructure	In this session, you will learn how to build the culture for person-centered care, how to use data collected on person-centred care and how to improve relationships with patients as partners.	Peter Lachman , CEO ISQua

Assignment
Reflect on the leadership measures, performance and feedback mechanisms. Please describe in 700 words: If you were advising a CEO or policy maker, what would you put in place in establishing PCC, patient engagement and patient satisfaction strategies.

Global and Policy Context and Consideration for PCC, PE, and PS

Topic	Synopsis	Presenter
Policy initiatives to enhance patient experience & satisfaction	This session looks at patient engagement from a policy perspective with an overture on universal health coverage. It also examines how patient and families influence policies from outside and how to stimulate this type of work nationwide and globally.	Kawaldip Sehmi , CEO International Alliance of Patients' Organizations

Topic	Synopsis	Presenter
Policy issues related to patient engagement. Systems advocacy	Systems advocacy patient-centred care is increasingly being acknowledged as an integral part of evaluating health care. Yet, from a quality improvement perspective the rationale, measurement, and implementation of strategies to improve patient-centred care is often subject to debate. The aim of this webinar is to review why quality improvement efforts should embrace patient-centredness, to examine some of the measurement issues and to assess conceptual underpinnings that should inform both measurement and actions to improve patient-centred care.	Oliver Groene , Vice Chairman of the Board at OptiMedis AG

Challenges

Topic	Synopsis	Presenter
Engaging employees, clinicians, patients, families, clients, and service user: Patient voices networks and Patient	This session will explore how to start an operations-based family centered care programmes in a format of patient and family advisory councils and how to incorporate a family voice and a power of parent and patient stories into strategies for improving healthcare.	Ben Ridout , Director, Analytics & Strategic Initiatives, BC Patient Safety and Quality Council. Johanna Trimble , member of several Patient groups advocating for patient safety

		and better care including Patients for Patient Safety Canada and the BC Patient Voices Network.
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Topic	Synopsis	Presenter
Engaging employees, clinicians, patients, families, clients, and service user: Patient voices networks and Patient	In British Columbia the Patient Voices Network (PVN) supports authentic patient engagement to improve the health care system. The Network is a community of patients, families and caregivers working together with health care partners. In this session you'll learn about the evolution of PVN, how it supports authentic engagement, and what has been learned from the network approach.	Karen Waymen , LCPH Endowed Director of Family Centered Care, Stanford Children's Health, Packard Children's Hospital, USA Mariel Spengler , Parent Lead, Family Advisory Councils, Stanford Children's Health, Packard, Children's Hospital, USA

Topic	Synopsis	Presenter
Incorporating diversity in to patient and family engagement Chinese perspective	By introducing patient, family and students in healthcare into the medical system, we obtained patient hospital-student/society (PHS) win-win by incorporating diversity. Three stories of PHS win-win from China will be discussed in this speech.	Qianli Jiang , Professor of treatment, tutor on master's programme, Nanfang hospital, Southern Medical University (SMU) Guangzhou, China

Topic	Synopsis	Presenter
Incorporating diversity in to patient and family engagement Canadian perspective	Patient Voices Network supports patient engagement in health care improvement. One of the challenges for the Network is diversifying its membership to ensure patient partners reflect British Columbia's population. This session will focus on successes and challenges in engaging younger volunteers.	Cathy Almost , Patient & Public Engagement Leader, Northern BC, BC Patient Safety and Quality Council. Carol Stathers, Patient &

		Public Engagement Leader – Interior BC, BC Patient Safety and Quality Council.
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Topic	Synopsis	Presenter
Incorporating diversity in to patient and family engagement <i>Argentinian perspective</i>	The session covers the importance of PFE, the Latin-American perspective on this topic and the example of IECS’s experience using the Batz guide to engage patients and families during in-hospital care.	Ezequiel Elorrio Garcia , Director of Department of Healthcare Quality and Patient Safety, Institute for Clinical Effectiveness and Health Policy

Topic	Synopsis	Presenter
Saying “We’re sorry” when things go wrong	This session will cover the motivation for PEARL Programme approach, data that has been gathered, a high-level explanation of the process, as well as, lessons learned.	Leilani Schweitzer , Assistant Vice President, Communication & Resolution, Stanford University Medical Center. Abdul Hamamsy , Director, Claims and Risk Management, University of Kansas Physicians

Engaging Persons in Designing, Delivering and Improving Care

Topic	Synopsis	Presenter
Improving the way people are cared for and supporting the staff who deliver care	During this session, we will explore the Experience-Based Co-Design (EBCD) method for working collaboratively with patients to improve services.	Joanna Goodrich , Head of Evidence and Learning, The Point of Care Foundation

Topic	Synopsis	Presenter
Design of care pathways	During this session, we will discuss the relation between standardization of care processes and patient centered care. Is	Kris Vanhaecht , Associate Professor Quality in

	standardized care a strength or weakness within the patient centered paradigm? Is care pathways a valid instrument to standardize care processes? Can we measure the effect of care pathways? Is evidence-based care an active component of patient centered care or do we only have to focus on hearts & minds?	Healthcare, KU Leuven
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Topic	Synopsis	Presenter
Involving people in the design of healthcare facilities	Organizations are increasingly realizing the powerful positive relationship between the physical environment, the arts, and the staff and patient experience. There is considerable published evidence that supports this relationship and better environments save money over time. Involving all key stakeholders in improving the design of physical environments is a winning strategy that provides a significant and sustainable return on investment.	Blair Sadler , Senior Fellow, Institute for Healthcare Improvement

Topic	Synopsis	Presenter
Partnering with patients and families to improve access to care	This session discusses patient, family and client engagement and how this has been improving the health of populations and the programmes of people that the Canadian Foundation for Healthcare Improvement serve.	Carol Fancott , Director, Patient and Citizen Engagement, Canadian Foundation for Healthcare Improvement

Core Areas of Focus

Topic	Synopsis	Presenter
Engaging patients in their care in and using their voices across care settings	This session will initially explore the context of 21st century healthcare in which we are currently participating and review the drivers for a significant change in how we deliver healthcare. Then, it will examine the role of culture values and beliefs and how these impact on engagement. The discussion will be from David Galler's perspective as a frontline	David Galler , Intensive Care Specialist, Counties Manukau District Health Board, New Zealand

	<p>clinician who has worked in different cultural settings Maaori /Pacific and Samoa /European /Pakeha NZer. And finally, the session will explore how these might be used to design health services that connect more effectively with those they are there to serve. Example – Inuit Alaska.</p>	
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Topic	Synopsis	Presenter
<p>Engaging patients in decisions about their care</p>	<p>This session will explain the link between shared decision making and patient safety and describe how shared decision making is the centre of patient engagement and safety.</p>	<p>John Brennan, General Practitioner and Healthcare Quality Improvement Faculty with the Royal College of Physicians of Ireland</p>

Topic	Synopsis	Presenter
<p>Incorporating patients in co-design and co-delivery of care</p>	<p>This session will discuss how the Patient Centered Value System (PCVS) can be the new operating system for all care delivery and used to incorporate patients' insights into the co-design of care experiences. Shadowing and goShadow, essential tools of the PCVS, are real-time co-design tools that help providers view care from the perspective of patients and their families, determine the current state and actual care pathways and identify areas of improvement. To make lasting changes to the patient experience, we must start at the delivery and clinical level, which results in practice change and quality improvement. Throughout this session, we will discuss how PCVS improves the patient experience, increases staff satisfaction and reduces cost.</p>	<p>Tony DiGioia, Medical Director, The Bone and Joint Center of Magee Women's Hospital of UPMC and the Innovation Center of UPMC, President, AMD3 Foundation (not-for-profit) Faculty, Institute for Healthcare Improvement</p>

Topic	Synopsis	Presenter
<p>Assignment</p>	<p>After completion of the sessions in Core Areas of Focus, identify your core take-away concepts and interventions. Submit</p>	<p>Susan Went, Health Foundation Leadership Fellow</p>

	an essay of a maximum of 750 words that outlines a plan you could use in future to apply your take-away concepts within your organisation. Include: What you would do, why that is important, where you would test the changes to learn more in your context, and how you would manage the relationships and infrastructure needed to enable success.	and Managing Director of Nerissa Healthcare Consulting Ltd
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Topic	Synopsis	Presenter
Global perspectives on measuring person-centred care	The session will give you an overview of the most commonly used methods, tools and approaches that will help you measure person-centred care.	Susan Went , Health Foundation Leadership Fellow and Managing Director of Nerissa Healthcare Consulting Ltd

Measurement: How Do We Know We Are Making a Difference?

Topic	Synopsis	Presenter
PREMs & PROMs, PCOMs, PCPMs	This session will discuss patient reports on experience of receiving care, patients reports on health status changes over time, and person centered outcomes and goal achievement.	Eyal Zimlichman , Deputy Director General, Chief Medical Officer and Chief Innovation Officer, Sheba Medical Center

Topic	Synopsis	Presenter
Cost-effectiveness of patient engagement strategies	This session will describe the elements of developing effective patient engagement interventions.	Edward Broughton , Director of Research and Evaluation for the USAID ASSIST and Health Care Improvement Projects

Assignment
Reflecting on the measurement sessions, consider your organisation's readiness to measure effectiveness of PCC strategies. In 200-400 words describe: What's on your

dashboard? What should be on your dashboard? If you don't have a dashboard, what would you suggest are the top three critical things for inclusion and justify your answer?

Topic	Synopsis	Presenter
It's all about people	This session will give you an insight into strategies for patient centred care from Region Jönköping's county in Sweden and then give you concrete examples & learning points from how we go from words and insights to actions and learning.	<p>Anette Nilsson Development strategist, Region Jonkopings lan.</p> <p>Nicoline Vackerberg Coordinator Esther Nätverk Sweden, business developer Höglandets healthcare area, assistant professor at The Jönköping Academy.</p>

Innovations in Partnering with Patients and PCC, PE and PS

Topic	Synopsis	Presenter
Integrating peer support staff into the care team	This session will describe how an Inner City Health program serving the homeless incorporated a lived-experience peer coach into the clinical care team.	Wendy Muckle , Executive Director of Ottawa Inner City Health

Topic	Synopsis	Presenter
Self-management support: Benefits, challenges and enablers for patients and clinicians	<p>The session provides an overview of self-management support:</p> <ul style="list-style-type: none"> • What it is and how it fits as a component of person-centred care • How it can support patients to live well with a long-term condition and have a better experience of care • How it may help to improve services at the system level • Some consideration of what is needed at an organisational level to implement self-management support • How health care staff need to be trained and supported to implement self-management support • Some examples of self-management support in practice 	Helen Crisp , Consultant and Editor in-Chief of BMJ Open Quality

	<ul style="list-style-type: none"> • An appreciation of some of the barriers and tensions that arise with self-management support 	
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Assignment

Video: <https://youtu.be/-0r0q6WMfo8> (Cleveland Clinic). View this video and share it with two colleagues in your organization. Describe in 500-600 words: What did you learn? How did this video make you feel? How did your colleagues react? How might you use the video to engage others in your organization? How might you develop a similar idea for your own context?

Topic	Synopsis	Presenter
Patient/public engagement in research and engaging communities that are hard to reach	Patients, family, informal caregivers, and healthy individuals are experts in their own lived experience. Around the world, there is increasing focus on embedding this rich perspective throughout the research process - from research governance and priority setting to the design and conduct of research, as well as sharing its results. This webinar will provide an overview of this movement, as well as evolving best practices for such engagement. Participants will also be introduced to a series of resources designed to support those who wish to strengthen engagement in research.	Jennifer Zelmer , President and CEO, Canada Health Infoway

Research Awareness

Topic	Synopsis	Presenter
Current scientific research evidence for patient and family engagement	This session will help participants to understand key elements of successful organizational and direct care level engagement of patients.	Susan Frampton , President of Planetree International

Topic	Synopsis	Presenter
Methodological issues in patient safety research	This session will reflect on some of the key methodological issues that have hampered progress in patient safety research and suggest ways that these can be overcome to generate valid, reliable and relevant research findings that can	Aziz Sheikh , Chair of Primary Care Research and Development, Usher Institute of Population Health

	then be translated into on-the-ground improvements in patient safety.	Sciences and Informatics and Development
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Topic	Synopsis	Presenter
Evaluating Patient Engagement: Challenges and Changes in the Field	A growing body of evidence supports patient engagement in a variety of domains. In this webinar, we will discuss some of the challenges in developing an evidence base for patient engagement, focusing on the area of patient engagement in research. By the end of the webinar, participants will be able to describe how the strength of scientific evidence is evaluated using a traditional evaluation rubric and the ways in which PROs are shifting thinking in the field.	Jill Harrison , Director of Research for Planetree International

Transparency of Data in Healthcare

Topic	Synopsis	Presenter
Transparency of data in healthcare	An overview of transparency of data and the challenges.	Kris Vanhaecht , Associate Professor in Quality Management, KU Leuven

Final Assignment

Final Assignment
Drawing on the first two sessions, describe in 400-600 words the key issues you would need to include in a proposal to focus on or accelerate work on PCC in your organization.