

Abstract:

organization.

learning

behaviour

direction of:

leadership.

Our Strategy:

2012-2015 Strategy

The Real Deal: Translating the Vision of Patient Engagement into Action

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BACKGROUND

Effective, purposeful leadership was a key enabler to

establishing authentic patient engagement at all levels of the

A targeted Leadership Program was developed and delivered

confidence and resources to translate the organizational vision

by leaders for leaders, equipping them with the knowledge,

of "patients come first" into reality. Strategies included:

establishing a shared vision among all formal leaders

creating leadership accountability to model desired

enabling action through coaching and experience based

PATIENTS

FIRST

Patient-and Family-Centred Care is grounded in the strategic

Excellence in Integrated

Patient-Centred Care; Culture

A design and implementation team was created comprising the

Development, Patient and Family Advisors and point of care

Office of Patient-and Family-Centred Care, Organization

NORTH YORK GENERAL

Teaching Modules:

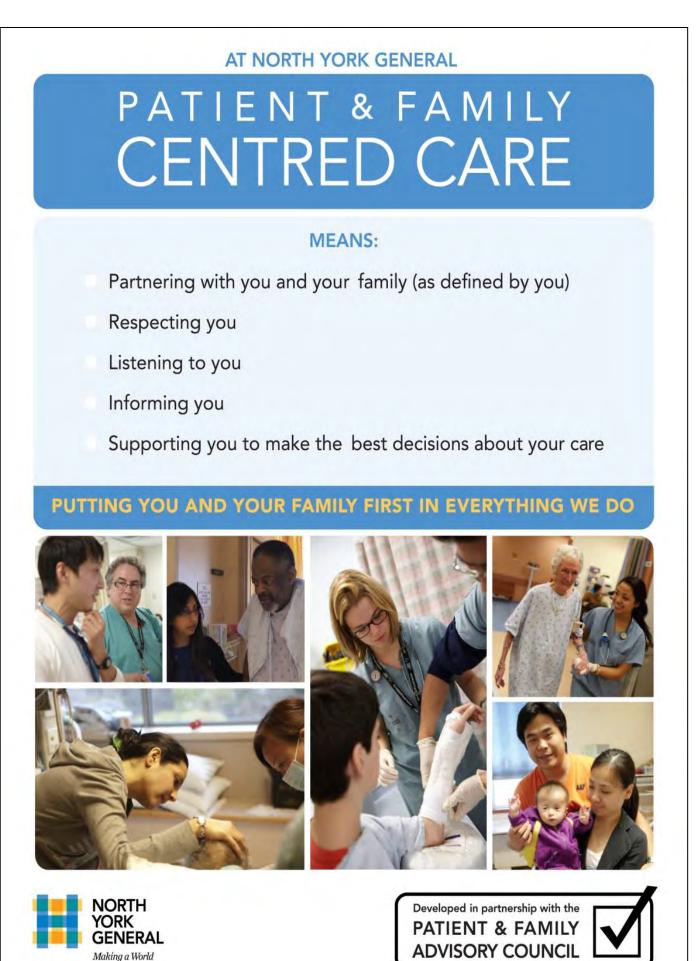
Patient- and Family-Centred Care Leadership modules were designed for leaders to utilize with their staff and other team members as they explore and deepen their shared understanding of Patient- and Family-Centred Care.

PROCESS

Designed as well as self-contained learning modules, they can be used in part or modified to meet the specific needs of a given situation.

Teaching Toolkit:

- . Staff Storytelling
- 2. Four Pillars Jigsaw
- 3. Partnerships for **Quality and Safety**
- 4. Evolving Approaches to Care
- 5. Putting Core Concepts into Action
- 6. Learning by Seeing through Different **Lenses: Experiential Learning Exercise**



An innovative component of the program was the experiential learning exercise where participants were led

The goals of the exercises were to:

- Focus on the patient experience
- Allow for reflective practice
- Dialogue with staff and colleagues
- improvement

Integral to the success of the program was the inclusion of patient and family advisors in the design and delivery of the educational content.

through a series of different patient experiences.





4. Discuss what went well and what might be considered for



OUTCOMES

Lessons Learned:

Leadership was a significant success factor in translating our vision of patient engagement into action.



Several important lessons learned were realized, including:

- The purposeful engagement and support of formal leaders was key
- Leaders need resources and education including forums where questions can be addressed and learning can be experience based
- Sharing Information and building a collective vision enabled consistency and a shared understanding of concepts and meaning across the organization
- Leadership accountability to "walk the talk" was cultivated via the involvement of the CEO in the program in an open and transparent dialogue with participants

Next Steps:

Knowledge translation and behavioural expectations to be shared with the point of care teams via formal education sessions

Formal integration of patient engagement into the very fabric of the organization through the creation of infrastructure to support such initiatives as:

- staff and physician recruitment
- performance planning and evaluation
- hospital orientation
- facilities planning

