

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

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BACKGROUND

Abstract:

Effective, **purposeful leadership** was a key enabler to establishing authentic patient engagement at all levels of the organization.

A targeted **Leadership Program** was developed and delivered by leaders for leaders, equipping them with the knowledge, confidence and resources to translate the organizational vision of **“patients come first”** into reality. Strategies included:

- establishing a shared vision among all formal leaders
- enabling action through coaching and experience based learning
- creating leadership accountability to model desired behaviour

Our Strategy:



Patient-and Family-Centred Care is grounded in the strategic direction of:

Excellence in Integrated Patient-Centred Care; Culture

A design and implementation team was created comprising the Office of Patient-and Family-Centred Care, Organization Development, Patient and Family Advisors and point of care leadership.



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

PROCESS

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.

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:

1. 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 through a series of different patient experiences.

The goals of the exercises were to:

1. Focus on the patient experience
2. Allow for reflective practice
3. Dialogue with staff and colleagues
4. Discuss what went well and what might be considered for improvement



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

