Patient and Public Engagement at Vancouver Coastal Health

Meaningful Engagement of Patients and the Public for Improved Health Outcomes

BC Cancer Agency Conference November 1, 2013



Outline....

- About VCH
- What is Community Engagement at VCH
- What is Patient Public Engagement (PPE) and how does it impact health care
- How you too can do PPE
- Questions and comments



VCH Vision and Mission

People First



We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation.



To support healthy lives in healthy communities with our partners through care, education and research.



"At VCH, People First means that we treat patients, clients, residents as we want to be treated and we involve our patients, family members and community in their care"

- Dr. David Ostrow, CEO, VCH



Who is Vancouver Coastal Health?

22,000 staff, 2,500 physicians and 5,000 volunteers working at 556 locations including 13 hospitals, and 15 community health centres.





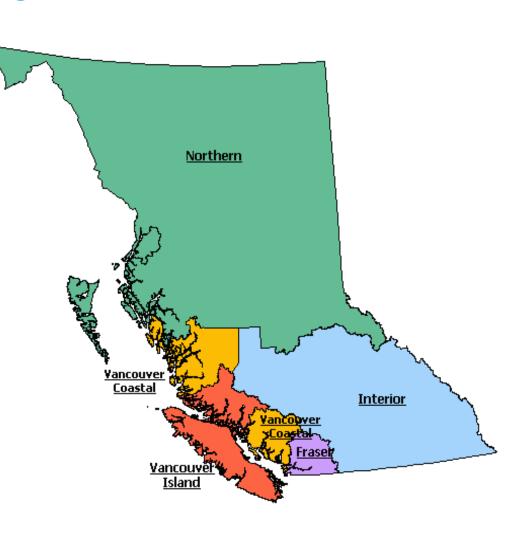


Who we serve

VCH serves 25% of BC's population (over 1 million people) including the residents of Vancouver, Richmond, the North Shore and Coast Garibaldi (Seato-Sky, Sunshine Coast, Powell River, Bella Bella and Bella Coola).

17 Municipalities; 16 First Nations Communities





Where We Work

Health services are delivered within three Communities of Care:

- » Coastal
- » Vancouver
- » Richmond

And across:

- » Acute Care
- » Primary Care
- » Home and Community Care

The Health Care Continuum



Population Health and Wellness



Primary Health Care



Home and Community Services



Mental Health and Addictions



Acute Care







We will be leaders in promoting wellness and ensuring care by focusing on quality and innovation

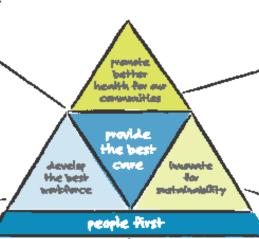
make the best once

- I.-I vehicle wateresswy wateres tweet private estatence tweet privates.
- Improve efficient bringwishen south quality by traffiling regional programs, Acquairments and processes.
- 15 halls on integrated decirate hastin record.



Acycles the best workforce

- 1.1 manipulae shadili pohanikal so thesy con, de their heat exercises.
- stationage or college of respects organization inherty, and accommission.
- 15 strengthen management rout lendership connecting
- 1.4 portuge with physicians to improve applify and implement performance accommissibility.







promote better health for

- 2.1 Implement transplant health promotion and prevention indicatives to reduce the inclusives of circuit disease.
- reduce health hamplies in the population we serve.
- 15 conditions over some the continue of primary constally hims and acids one.

business for material bility

- 4.1 Ophinize correctly, resource solitantian, and productingly.
- 41 encourage biomyoritys services models much handing mechanisms.
- 45 seams increased capital Analog.
- 4.4 do the work with the least eminture; and impact.
- 45 continuously improve using LEAN Whiteless set all leasts.







Mandate of Community Engagement (CE) at VCH

The goal of CE is to develop and enhance public participation in health service planning and decision-making, so that members of the public have a 'voice' in the services and policies that affect their lives.

To raise awareness about community issues and concerns that may not otherwise be apparent.











Community Engagement Framework





Community Engagement Framework





So where does the patient and public fit in?

And how do they affect change?



Why does someone get involved in patient public engagement?

- personally being asked to participate
- Have a commitment to lifelong learning about new things - CE informs you about the healthcare system and health in general
- have a commitment to improving our society



PPE is important to health outcomes

When we engage the community, we create a process for mutual communication between the public and the health system, ensuring community values and needs are reflected in healthcare provision.











Spectrum of Participation

Empower

Community identifies issues, solutions and actions-system supports.

Inform

Community receives information and announcements

Collaborate

Community shares decision-making; system defines limitations

Consult

Community is consulted on draft plans or on issues; feedback impacts decisions

Involve

System involves stakeholders in planning and policy processes



Principles of Engagement

Everyone is a stakeholder

Communication is two-way street

Target engagement to affected clients

We help dissenting voices... work through their differences towards collective solutions Diverse voices contribute to better decisions

Consider the patient's journey

We engage the community with integrity, in a way that builds trust and credibility

Our ultimate goal is to engage community leaders as partners

complete the circle of engagement

We

Bring diverse and marginalized voices into planning process

We are open and transparent in how we share information

Stimulates the growth of healthy communities



Strengthening the culture of PPE inside VCH

- CE Team is involved in strategic planning to embed PPE practice within VCH
- Champion the principles and practice of CE with our Board of Directors, senior leaders and staff
- CE Team act as "consultants" on projects
- Train, coach, mentor, advocate
 - "How to Guide to Community Engagement" CE Curriculum customized for internal teams



Patients/Clients/Families as Partners in their Own Care

- Self Management
 - Integrated Primary and Community Care (IPCC) engages patients to determine community supports for self management
- Peer Support/Education
 - Mental Health Peer Support Workers
- Health Literacy
 - Community Engagement Advisory Committee Forum to determine strategies for supporting patients and providers
 - Richmond Health Literacy Project
 - Dorothy's Story <u>www.vch.ca/your_health/seniors/</u>
- Health Promotion & Disease Prevention
 - Regional Hand Hygiene Community Engagement Advisory Network CEAN



Public & Community Participation in Shaping the Health Care System

- Involvement in Quality Improvement (QI), policies, plans, system redesign
 - CEAN Forum on Quality What does quality mean to you as a patient?
 - Community Engagement Advisory Committee (CEAN) members develop and deliver Advance Care Planning workshops to members of the public
 - Parking at Richmond Hospital
 - Provide input to patient information and education materials
 - Advising on VCH Strategies: Eating Disorder, Perinatal Depression, Palliative Care
 - Advocacy for impact of environmental factors on health
- Public members on boards/committees
 - CEAN members on VCH internal committees: Regional Patient Safety
 - CEAN members at Senior Planning tables Clinical Systems Transformation
 - Richmond Health Advisory Committee
 - Public members providing education



Patient and Public Engagement Can Make a Difference!



Thank you! Questions?

www.vch.ca/ce

ce@vch.ca

Deborah Turner Richmond Health Advisory Committee member Belinda Boyd, Leader Community Engagement

belinda.boyd@vch.ca

