

**BC Primary Health Care Charter: Patients as Partners Learning Series**

**September 17, 24<sup>th</sup> and October 1, 2009**

**12:00 – 1:30 each date**

**For registration contact: Avril Ullett at [aullett@impactbc.ca](mailto:aullett@impactbc.ca)**

The Primary Health Care Charter (the Charter) “sets the direction, targets and outcomes to support the creation of a strong, sustainable, accessible and effective primary health care system in BC.” The Charter acknowledges the importance of having patients as partners in this system.

Patients as Partners in BC is founded upon the principles of respect and dignity; information sharing; participation, and; collaboration at all levels of care. Stakeholders of the PHC Charter have embraced the following working definition for Patients as Partners in primary health care:

*Patients and families are partners in primary health care when they are supported and encouraged to participate in:*

- *their own health care*
- *decision making about that care*
- *at the level they choose*
- *quality improvement and health care redesign in ongoing and sustainable ways*

Patients as partners means that patients and families have the possibility to share with decision makers their views and preferences in the primary health care system redesign, thereby becoming an active partner in the decision making process. It also means responsibility for the patients and families to take on opportunities to actively participate in their care, quality improvement and system redesign. For the system, the influence patients or the public exert on primary health care redesign will depend on the contextual factors such as the transparency in the decision making process, the breadth and depth of information available, the skills of participants and the listening and patient engagement culture of the decision-makers.

**Webinar Purpose:**

In efforts to inform future primary health care system improvements around the patient experience of care, three PasP charters were developed. These Charters aim to ensure patient, family and community voice, choice and representation in primary health care transformation.

A series of webinar sessions are planned with the following aim in mind:

**To build understanding, leadership and commitment of PHC stakeholders to advance the PHC Charter agenda for patients as partners.**

Through the webinar series participants will:

- Exchange information and experience from their respective knowledge bases related to ***what BC hopes to accomplish*** through executing a patients as partners approach to primary health care transformation in BC.
- Identify and understand ***how BC will know a change is an improvement***
- Explore through leadership, partnership and collaboration ***what changes BC could make that will result in improvements*** ; and
- ***Commit*** to moving forward together to advance the Patients as Partners

**DRAFT webinar Outline:**

The workshop is envisaged as consisting of three webinars and subsequent regional dialogues:

September 17	Setting the Scene and Sharing the Draft PasP Agenda: <b>What do we hope to accomplish?</b>
September 24	Measurement: <b>How will we know a change is an improvement?</b>
October 1	Execution and Innovation: <b>What changes can we make that will result in improvements?</b>
October (Regional)	Bringing it Home: Self-assessment and capacity to advance the agenda?

Details are provided in the following pages.

<b>SESSION ONE – September 17, 2009</b>					
<b>Setting the Scene and Sharing the Draft PasP Agenda: What do we hope to accomplish?</b>		<b>Start</b>	<b>Duration</b>	<b>Activity</b>	<b>Speaker(s)</b>
	Welcome & Introductions	12:00	10 min	ED Primary Health Care : Provincial will to advance agenda	Val Tregillus, ED Primary Health Care MOHS
	Overview of PasP Agenda	12:10	20 min	Director Patients as Partner: Setting Context for Provincial Supports	Kelly McQuillen, Director Patients As Partners, MOHS
		<ul style="list-style-type: none"> <li>• This portion of the agenda will provide an opportunity to provide an overview of the three draft Patients as Partners Primary Health Care Improvement Charters. Presenters will provide an overview of : <ul style="list-style-type: none"> <li>- What we hope to accomplish?</li> <li>- How will we know a change is an improvement?</li> <li>- What changes can we make that will result in improvements:</li> </ul> </li> </ul>			
		12:30	15 min	#1 Patients as Partners: Individual Health Care	Connie Davis, Senior QI Advisor, Impact BC
		12:45	15 min	#2 Patients as Partners: Shaping the Primary Health Care System	Connie Davis, Senior QI Advisor, Impact BC
		1:00	15 min	#3 Patients as Partners: Bringing in the Community	Sue Davis, Community Engagement Advisor, VCH
	Questions & Dialogue	1:15	10 min	Participant insights, questions	None
	Closing	1:25	5 min	Next session details	Kelly McQuillen, Director Patients As Partners, MOHS

**SESSION TWO – September 24, 2009**

<b>Measurement: How will we know a change is an improvement</b>	<b>Start</b>	<b>Duration</b>	<b>Activity</b>	<b>Speaker(s)</b>	
	Welcome and Introductions	12:00	10 min	Overview of agenda and handouts	Kelly McQuillen, Director Patients as Partners, MOHS
	Patient Experience Measurement: Provincial Framework	12:10	20 min	The Big Picture: Overview of the Provincial Patient Experience Framework	Kevin Samra, Director MOHS
	Measuring for Quality Improvement	12:30	30 min	Close look at the Patients as Partners Charter Measurements	Connie Davis, Senior Quality Improvement Advisor, Impact BC
	Measurement Tools/Enablers	1:00	10 min	How is Your Health	TBD
	Questions and Dialogue	1:10	15 min	Participant insights, questions	None
	Closing	1:25	5 min	Next Session Details	Kelly McQuillen, Director Patients as Partners, MOHS

**SESSION THREE October 1, 2009**

<b>Execution and Innovation: What changes can we make that will result in improvements</b>	<b>Start</b>	<b>Duration</b>	<b>Activity</b>	<b>Speaker(s)</b>	
	Welcome and Introductions	12:00	5 min	Overview of agenda and handouts	Kelly McQuillen, Director Patients as Partners, MOHS
	Patients as Partner in Health Care	12:05	15 min	Self-management Education and Supports	Sherry Linch, U of Vic, Center on Aging
	Patients as Partners in Primary Health Care Transformation and QI	12:20	30 min	Patient Network – HHS PSP – Mental Health Module	Joyce Resin, HHS Joe Johns, patient
	Patients as Partners in Creating Supportive Environments and Strengthening Community Action	12:50	15 min	iCON – community forums	Kendall Ho
	Questions and Dialogue	1:05	15 min	Participant insights, questions	None
	Closing	1:20	10 min	Next Session Details Reference to regional dialogues Reference to upcoming PasP training webinars	Kelly McQuillen, Director Patients as Partners, MOHS

Regional Sessions: (Dates TBD in October hosted by each region)

**Aim: To identify priority directions (scope of work) in your organization for the 3 PasP Charters and to address solutions for building capacity to advance the PHC Charter PasP agenda.**

The following questions are for consideration throughout the webinar series and during the regional sessions. These questions will help in assessing our provincial, regional and local capacity to advance the patients as partner's agenda.

- What is your organization's vision for improving the patient experience in PHC?
- What is your organization's strategy for communications and stakeholder engagement on patients as partners?
- What systems and processes are in place to advance this agenda?
- Who is assigned the responsibility and where is the capacity for this work?
- Who is responsible for measuring patient experience in PHC?
- Over what time frame could your organization begin to execute the PasP work?
- Where in your system has the culture of PasP improvement has taken root?
- Where in your system are there feedback mechanisms available to communicate with the public and local populations in order to gauge their experience, their will to participate or expectations?
- How does your organization assign responsibility for improving patient experience or PasP?
- What type of management support and resources are available to execute this agenda?
- What staff training and support is there in your organization to support the PasP agenda?
- What are your regional priorities for advancing the agenda?