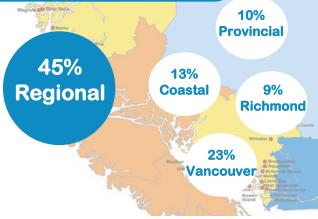
COMMUNITY ENGAGEMENT ANNUAL REPORT 2015-2016

The Community Engagement (CE) team at Vancouver Coastal Health (VCH) works to support patient and public participation in health service planning and decision-making by:

- Designing and facilitating engagement processes
- Building capacity for staff at VCH to engage with patients and families
- Managing a network of public advisors (CEAN)

CE consulted with patients & the public on 53 projects in VCH's service delivery areas



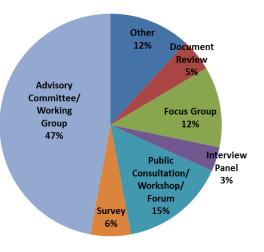
79 patient/public advisors sitting on 36 VCH/PHC committees 98% increase

> Over 2500 volunteer hours contributed by patient/public advisors

Project breakdown by area:

- Acute **47%**
- Community 28%
- Other (hiring panels, Provincial, Clinical & Systems
 - Transformation) 19%
- Advancing
 Patient/Public
 Engagement 6%

Methods of engagement





COMMUNITY ENGAGEMENT AT WORK

The community engagement team helped to support patient and public engagement on **53** projects from all areas of healthcare delivery. Let's take a look at a few standouts.

Downtown Eastside 2nd Generation Strategy

- Public consultations held in Spring of 2015 to gather feedback on design paper and identify service gaps in the DTES.
- Establishment of a Peer Reference Group with 12 members with lived and/or professional experience in the DTES to advise VCH leadership and project teams.
- Support and leadership on consultations related to Integration of Health Services, Peer Framework validation, drop-in clinic supporting mental health & substance use clients.

To find out more about DTES 2nd Generation Strategy visit <u>www.dtes.vch.ca</u> *This is an example of public feedback supporting service re-design*

Professional Image Guidelines

In April of 2015, the CE team led an engagement process to gather public feedback to inform the Professional Image Policy at VCH sites. A public survey was distributed broadly to gather feedback on the public's views on what is meant by a professional image and how staff should look and behave. A focus group was also held with CEAN members. The information gathered from the consultations was used to inform the final draft of the guidelines and the implementation.

This is an example of public feedback effecting/supporting policy change/implementation

Keeping Seniors Well Community Forums

Health Authorities in BC were asked by the Ministry of Health to develop a better approach to providing care for seniors 70 and older with difficult health conditions. In July/ August 2015 and February/March 2106, the CE Team led an engagement process in Vancouver, the North Shore and Richmond to hear from seniors and service providers to identify gaps in services and identify needs of seniors and their families. The feedback received was used to design a new model of care for seniors with complex conditions – elements of which are now being implemented across VCH.

> To read more about the engagement process visit <u>www.vch.ca/ce</u> and click on the seniors category in the reports section. *This is an example of public feedback informing service re-design*



eCommunity Next

For the eCommunity NEXT project CE was asked to support consultation with CEAN members to develop a client "care plan report" which will be part of the new patient record system. The feedback gathered from CEANs will be used to design the client care plan report. The project team will engage CEANs again when testing the report with trial groups.

This is an example of public feedback informing Clinical & Systems Transformation (CST)



COMMUNITY ENGAGEMENT ADVISORY NETWORK

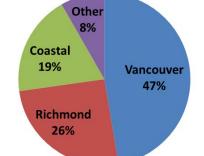
The Community Engagement Advisory Network (CEAN, pronounced *keen*) are volunteers (patients, clients & family members) who are engaged in quality improvement work with VCH. The common driver in all the projects that CEAN members are involved in is that patient/public input improves the decisions we make, the quality of care, and ultimately, health outcomes.

Where do CEANs come from?

CEAN membership up to 160 by end of March 2016 **33% growth** from last year

CEAN FALL FORUM NOV. 2015

"The CEAN Forum always leaves me with a sense of hope for the future of healthcare."



We asked participants of the forum to write down one word they would like to see more associated with patient and family centered care, and created the word cloud to the right.

Every fall, the CE team hosts a forum for members of CEAN, VCH staff, including members of senior leadership, and board members to come together and dialogue. It's also an opportunity for VCH to workshop a relevant topic with the patient/public attendees. This past fall's theme was **"Setting Priorities for Vancouver Coastal Health"** and gave members of VCH leadership a chance to speak to CEANs about some priorities that were identified by Ministry of Health Policy Papers released in February of 2015. **Read the full forum report**: <u>http://cean.vch.ca/members/forums/</u>





Participants at the CEAN Fall Forum 2015

Family Control Alignment of the second secon

CEAN ANNUAL SURVEY

POSITIVE ASPECTS of being a CEAN member:

- Networking
- Affecting change
- Helping others
- Working with Community Engagement staff

BIGGEST CHALLENGES:

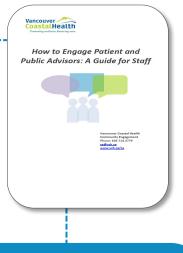
- Time and availability
- Having enough information to participate
- Use of jargon and acronyms by VCH staff
- Feeling the engagement is tokenistic

http://cean.vch.ca/members/ce an-annual-survey/

Additional Achievements 2015/2016

Advisory Program evaluation

With the help of a practicum student, the CE team was able to conduct an evaluation of our Advisory Program in the summer of 2015. CEANs sitting on committees as well as the chairs of the committees were interviewed. The evaluation led to the creation of a new tool for staff to help them when working with public advisors: *How to Engage Patient and Public Advisors: A Guidebook for Staff.* This tool has also been shared with many of our healthcare partners since its creation.





How to do CE curriculum

The CE Team has delivered it's "How to do CE" curriculum to over 90 staff this past year. Building capacity within the organization for staff to **do engagement** is one of our strategic priorities.

> The Community Engagement Ad

Help us to

provide

Vancouver-

CoastalHealth

cean.vch.ca

A new <u>website</u> for CEANs and people wanting to know more about CEAN. Includes on-line application form, orientation materials and much more!





National Health Engagement Network (NHEN)

The National Health Engagement Network (NHEN) is a group of leaders and practitioners from across Canada who work within health care to promote, resource and facilitate patient/public engagement. Each month, this community of practice meets via teleconference/web-conference to share news, tools and resources, and network. The network has grown substantially over the last year and includes healthcare organizations from almost every province in Canada.

WHAT'S NEXT?

The CE Team will continue to be guided by our 5 strategic priorities:



Build capacity for staff do patient/public engagement



Promote and communicate patient/public engagement



Evaluate & foster innovative practice



Lead patient/public engagement



Grow & diversify CEAN

Patient & Public Engagement Leadership Survey

Another way we determine how our work will grow and improve is through regular evaluation. Since 2013, the CE Team has sent an annual survey out to leaders, including board members, at VCH to assess the health authority's capacity for, and culture of, patient and public engagement. The survey asks questions around VCH's patient and public engagement strategy, our commitment to engagement as well as the influence and impact of engagement processes. This past year, we received 118 responses.

Patient & Family Centered Care

After reviewing the results of the survey the CE Team will:

- Increase delivery of training for staff to support widespread patient and public engagement.
- Develop clearer reporting and knowledge translation mechanisms to capture and share the outcomes of patient and public engagement.
- Embed our patient and public engagement strategy into new staff orientation.

Dignity & Information Respect Sharing Participation Collaboration

Thanks for reading this report



An increased focus on **patient and family centered care** has also influenced our work this year. The Ministry of Health released a <u>Patient</u> <u>Centered Care Framework</u> in early 2015 which has identified 4 core principles. Engaging with patients and their family members is a key component of patient-centered care.

"Patient-centered care puts patients at the forefront of their health care, ensures they retain control over their own choices, helps them make informed decisions and supports a partnership between individuals, families and health care service providers." – The BC Patient Centered Care Framework

VCH Community Engagement Bringing the patient voice to VCH ce@vch.ca_604-714-3779_www.vch.ca/ce

The Core Principles of Patient-Centered Care