

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:

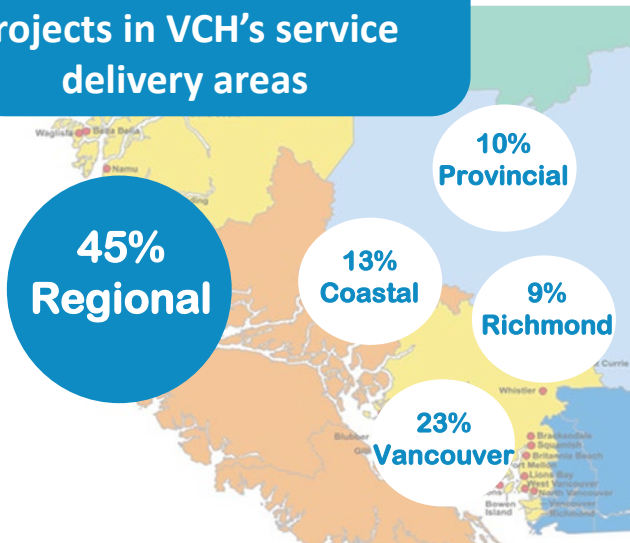
- Designing and facilitating engagement processes
- Building capacity for staff at VCH to engage with patients and families
- Managing a network of public advisors (CEAN)



Project breakdown by area:

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

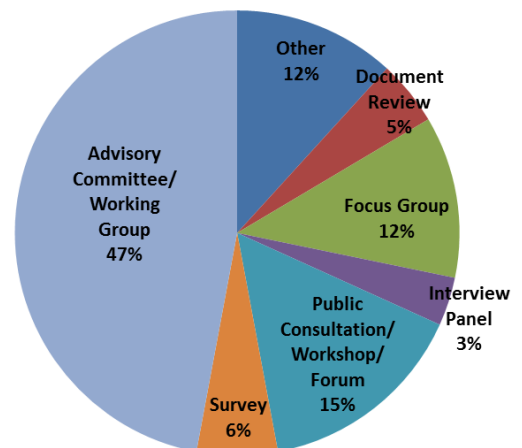
CE consulted with patients & the public on 53 projects in VCH's service delivery areas



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

Over 2500 volunteer hours contributed by patient/public advisors

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 www.dtes.vch.ca
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 2016, 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 www.vch.ca/ce and click on the seniors category in the reports section.

This is an example of public feedback informing service re-design



eCommunity Next

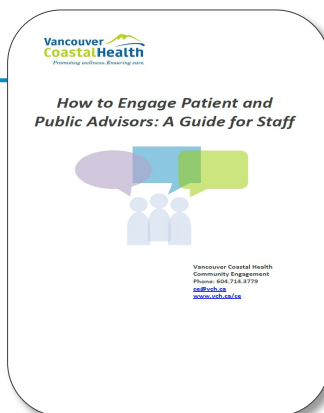
For the eCommunity NEXT project CE was asked to support consultation with CEAN members to develop a client "care plan report" which will be part of the new patient record system. The feedback gathered from CEANs will be used to design the client care plan report. The project team will engage CEANs again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

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

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.

cean.vch.ca

A new [website](http://cean.vch.ca) 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.

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.

Patient & Family Centered Care

The Core Principles of Patient-Centered Care

Dignity & Respect

Information Sharing

Participation

Collaboration

An increased focus on **patient and family centered care** has also influenced our work this year. The Ministry of Health released a [Patient Centered Care Framework](#) 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

Thanks for reading this report 