



In December 2017, the Community Engagement (CE) department sent out the fifth annual Patient & Public Engagement (P&PE) Survey to VCH staff and Board Leadership. The survey is intended to assess the health authority's capacity for, and culture of, P&PE. The CE team was pleased to receive 100 responses to the survey. Thank you to those of you who participated in the survey. Here is a snapshot of the results:

What We Asked

Survey Questions fell into 5 categories:

Integrity of Design and Process – Does leadership feel that VCH has an explicit and organized strategy with regards to P&PE?

Participatory Culture – Does VCH have a cultural commitment to P&PE values and principles within its structure?

Influence and Impact – Is VCH Leadership aware of the results of engagement processes and how they have influenced change within the organization?

Collaboration and Common Purpose – How aware is VCH leadership about new relationships with stakeholders, the public, funders, community organizations and government departments that have formed due to engagement work happening within the organization?

Summative Questions – Individual's opinions about how VCH is engaging with the public, and what resources are in place for such engagement.

What We Heard

Integrity of Design and Process:

- 43% of respondents were aware that VCH has an organized P&PE strategy in place, **however less was known** about VCH's participation in international and national engagement initiatives.
- The **majority of respondents were aware of direct resourcing for engagement** within VCH, but less was known about indirect resourcing and our commitment to sharing engagement summary reports with the public.

Participatory Culture:

- **79% of respondents believe** that VCH is committed to P&PE values and principles found in key organizational documents, **and 61% say they** are demonstrated through the organization's structure.
- The majority of respondents said that P&PE is articulated in job descriptions. They believe VCH leaders ensure engagement processes are in place when planning services and that this input is used, and feel confident in championing support and participating in engagement activities.
- Leaders stated they were not knowledgeable about whether P&PE training and materials are available to support staff, whether the organization seeks public input when doing financial planning, planning capital projects or when considering patient safety and quality of care.
- **39% of respondents** felt they received adequate training in P&PE to support them in their roles.

Influence and Impact:

- The **majority was aware that P&PE activity influenced** relevant decisions at program level, but less was known about whether reports are sent to the relevant pre-determined audience, whether leaders and programs receive and report using P&PE input and how the Board takes into account this input.

Collaboration and Common Purpose:

- The **majority of respondents agreed that with P&PE**; shared goals were identified with partners, collaborative relationships were developed with stakeholders and trust was built as a result.

Summative Questions:

- **Opinions were split** on whether VCH has an appropriate level of engagement activity and whether it has an appropriate level of resources to support engagement activities.

they are likely to be making decisions utilizing patient/public engagement in the future.

their ability to deliver patient and family centred care influences how they feel about their work.

The majority of Leaders said...

they would likely access digital engagement strategies to reach a broader pool of people.

they feel they have decisions to make that would benefit from engaging with patients & families.

What Leaders are Telling us

Increase Education and Awareness about Community Engagement (CE)

- CE accomplishments for Patient & Public Engagement (P&PE) to be visible within the organization.
- More opportunities for staff members to learn how to do P&PE and spread the practice.
- Promote the work of CE internally, giving staff, who have not engaged patients/families before, confidence and resources to spread practice.
- Educate staff on what happens with information gathered from the CE process. Inform how this information has benefited the public and changed our practice.
- Demonstrate how we, as leaders, can spread P&PE throughout the organization.

Enhance Community Engagement throughout VCH

- Have P&PE a consistent part of service and program planning.
- Decisions are made at senior leadership without considering public participation; deepen representation of the public in decision making.
- Make patient engagement the norm, not the exception.
- Have P&PE go beyond surveys after a care experience.
- Use digital strategies when engaging with those that have access.
- Embed P&PE to support decision making in projects.
- Be transparent and share information gathered during P&PE processes.
- Do a better job of relaying information back to stakeholders.
- Improve the lengthy application form to access CEAN.
- Engage more patients in addition to CEAN representatives.
- Ask people for feedback in the community, not just in hospitals.

Prioritize Community Engagement at an Organizational Level

- Ensure there is adequate time in project plans to do P&PE, and be mindful of the work timeline to ensure that input can be used.
- Engagement with patients and families takes time, which is not given to staff. We need to allow time for engagement in planning for care.
- Need more CE staff. We are striving for great work, but without the appropriate or sufficient resources to do it.
- Current resources allocated to CE are indicative of how little the health authority values patient/public input in making decisions.
- Meaningful patient engagement and focus on patient experience should be a priority for VCH.

Q: What does patient and family-centred care mean to our Leaders?

"engaging and collaborating with patients and their families throughout the care delivery process, enabling them to define their health and wellbeing and family, giving back control to them. Ideally, this takes place not just when care is provided (regardless of setting) but also in planning and designing health care services."

"The care we provide as an organization is informed by patients and families and ensures it aligns with how they want to be treated."

"that patients and families are full participants in all aspects of care. From program planning, to hiring decisions, to their own health decisions."

"the needs of the patient are primary in our decisions, decisions and changes are considered and delivered in the best interest of patient and the care needs."

"Engaging patients and families to determine what is most important to them and including them in the decision making process"

"Dynamic approaches and processes that enable all members of the organization to include patients and families as team members in their health journey."

"Our care isn't just clinically the best but holistically the best which cannot happen without the patient and family participating in creating the environment for care."

"Ensuring the patients voice is heard and care is planned and delivered with them at the centre 'nothing about me without me'"

Designing services and workflows with significant input from patient's and their families, based on insight from their own experience.

Based on what we heard, from our leaders, the CE Team will...

1. Enhance orientation with new staff on Community Engagement and support staff to access resources and tools to spread engagement of patients and their families.
2. Increase CE training opportunities for staff and leaders to spread P&PE practice.
3. Align with Communications to inform VCH staff (e.g. VCH news, staff forums, orientations, lunch n' learns, etc.) of how P&PE results in better decisions and is improving health outcomes.
4. Support senior leaders to incorporate more CE processes in decision-making and organizational planning and grow a deeper understanding of its importance and impact.
5. Utilize innovative methods and tools, including online, to engage the public in health planning.