

Patient & Public Engagement at VCH Leadership Survey 2018

Q: How aware is leadership about new relationships with external stakeholders due to engagement work happening within the organization?

- 50% of participants agree that as a result of engagement, VCH has been able to identify shared goals with other groups.
- 57% agree that through engagement, VCH has been able to develop collaborative relationships with other groups including the public, funders, community organizations and government partners.

Q: Does leadership agree that the resources available for patient and public engagement are adequate?

- Only 23% felt that the resources for P&PE are adequate

Q: Is leadership aware of the results of engagement processes and how they have led to change?

- 65% of respondents said they sometimes use input generated from P&PE processes to inform their programs
- 58% said they could identify a specific instance when feedback was used to inform a decision or program at VCH
- 37% could identify when engagement directly informed or influenced a specific governance decision.

In December of 2018, the Community Engagement (CE) team sent out their annual Patient & Public Engagement (P&PE) Survey to Vancouver Coastal Health (VCH) leaders and board members. The survey is intended to assess internal capacity and intention of the organization for engagement. The feedback received will inform the work plan for the CE Team in 2019/2020. The CE Team was pleased to receive 125 responses to the survey. This is a summary of what we heard.

Q: Does VCH have a cultural commitment to P&PE values and principles within its structure?

- 64% of respondents agree that VCH is committed to P&PE values and principles
- 69% agree that the commitment to P&PE is demonstrated in VCH's daily operations and reflected in its vision and mission.
- 34% of respondents agree they had adequate training to undertake P&PE
- 36% agree there is adequate training and tools to support staff to lead P&PE
- 48% of respondents agree they demonstrate their commitment to P&PE in meaningful ways.

Q: Does leadership agree that there is an explicit strategy and framework for patient and public engagement?

- 70% of respondents are aware that VCH has a P&PE strategy

Patient & Family Centred Care

When asked what Patient Family Centered Care means, respondents described it as:

- Listening to the patient, understanding their health goals and needs and supporting and empowering them to make decisions about their health care.
- Transparent communication, inclusiveness, respect and trust.
- The design and delivery of service is built around the patient/family experience.
- Dignity and respect coupled with knowledge sharing and collaboration. Holistic approaches.
- Being humble and recognizing that the people who receive our services, or for whom our services are meant, have lives beyond being patients, and have knowledge that practitioners need in order to be able to help them where they are.
- Recognizing that quality cannot be truly measured or understood without patients' and families' perspectives on their care.
- Stress-free, compassionate, informative, and accurate communication.
- Providing care in a respectful and dignified manner.

Community Engagement Support

When asked what support is needed from Community Engagement to do more patient and public engagement, respondents said:

- Easy access to engagement tools and information so that VCH leaders have a strong understanding of P&PE
- More digital tools to do outreach and engagement
- More awareness that VCH has a Community Engagement Team and the services they provide
- Having relied on the Community Engagement team for support on past projects teams were very happy with the support they received.

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NEXT STEPS:

Using the feedback from this survey, the Community Engagement team will:

- Continue to share tools and resources with staff in order to build internal staff capacity to plan for and implement engagement.
- Develop and deliver training to support staff in effectively sharing and evaluating engagement practice and outcomes.
- Develop an online engagement training strategy aimed at increasing staff capacity to do patient and public engagement.
- Develop and expand online engagement mechanisms that enhance the capacity of VCH to engage broadly.
- Leverage opportunities and innovate to increase the resources available to engage.

“The CE Team at VCH is great! I’d rate the support even higher if they had a bigger team that could support more initiatives.”

- 2018 P&PE Leadership Survey respondent

Thank you to those who completed the 2018 P&PE Leadership Survey!