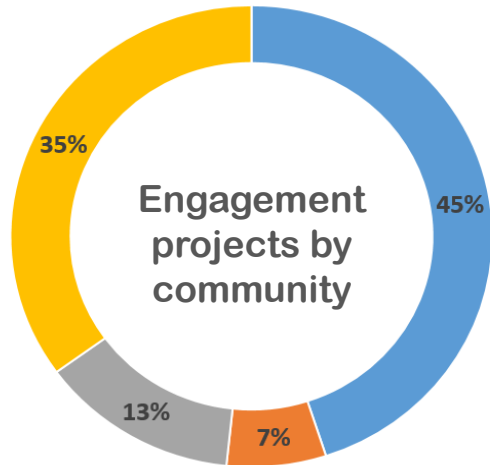


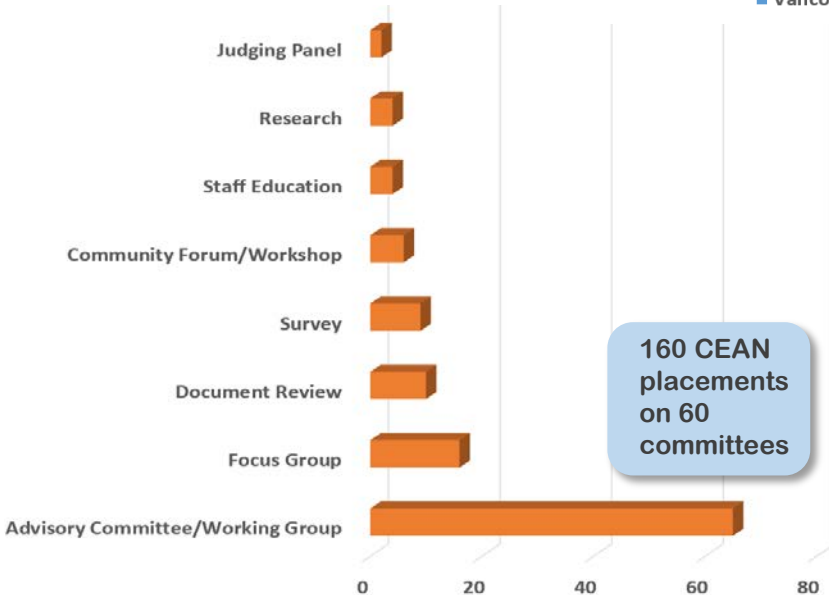
# ANNUAL REPORT 2018 - 2019

60

engagement processes supported



## Methods of engagement



1000

people engaged



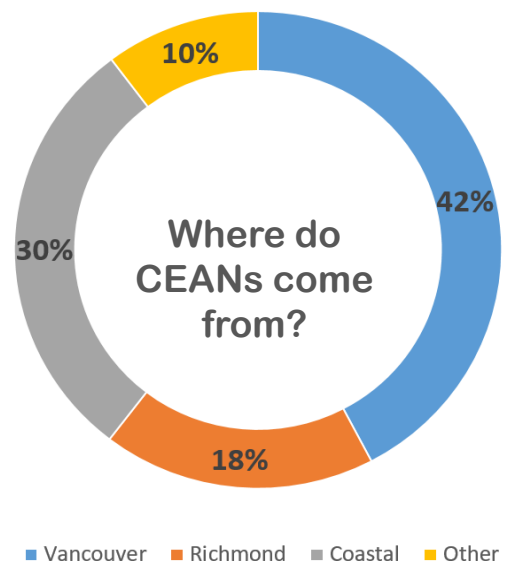
334

## Community Engagement Advisory Network (CEAN) members

Patients and families contributed over **3700** volunteer hours



18% membership increase from last year



\*Data collected is from April 2018 – March 2019

CARING



LEARNING



RESULTS



How engagement supports

**CARING**

Engagement and collaboration with patients and families is one of the four core principles of patient centered care.

“Patient-centered care puts patients at the forefront of their health and 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.”  
– [BC Ministry of Health Patient Centered Care Framework](#)

How engagement supports

**LEARNING**

Every engagement process teaches us how to best support our patients and families.

Engagement is all about learning. We learn about the needs of our patients, families and communities. We learn about what will support our staff to succeed.



**87** staff trained on how to do community engagement

How engagement supports better

**RESULTS**

Understanding how best to support our patients and families will set everyone up for success.

Engagement leads to the best kind of results. We make smarter and better decisions when we know what will help patients and families to be healthier.

Visit [cean.vch.ca](http://cean.vch.ca) to:

- [Find out more about Community Engagement](#)
- [Learn more about our award-winning network CEAN](#)
- [View reports from our annual CEAN forums](#)
- [Read the results from our annual surveys](#)
- [View reports from our engagement processes](#)
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