

UNDERSTANDING AN ENGAGEMENT MODEL

A Committed Action to Collaborate and Partner with CPCH Children and Families

The BC Ministry of Health, Canadian Institute for Healthcare Improvement, Patient Voices Network and other National/International governing bodies recognize patient partner participation as necessary at all levels of healthcare and a best-practice priority for quality improvement and patient experience.

Engagement is the act of providing opportunities for patients and families to be involved with decision making, design, planning, and evaluation of the health services that impact their care and experience¹.

Canuck Place Children's Hospice supports:

- the commitment to person-centred care by providing opportunities for meaningful collaboration and partnership with families to improve care and services
- the perspectives of patients and families are integrated to improve patient and family experiences and the quality of care the program provides
- the process of partnering with patients and families and acknowledging their living experience as a vital and valuable component to improving healthcare services^{1, 2, 3}



Levels of Family Engagement (Adapted from MoH, 2018)

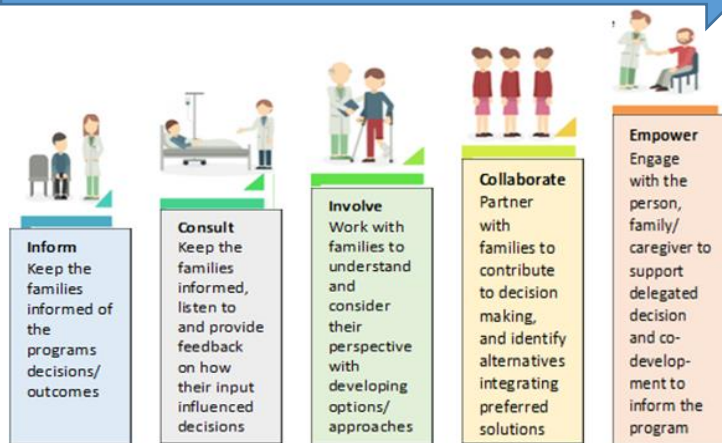


Fig.1 IAP2 Spectrum of Engagement Approaches, <https://www.iap2canada.ca/foundations>

Core Principles and Tenets:

- ✓ Respect and Dignity
- ✓ Information sharing
- ✓ Participation
- ✓ Collaboration

Purpose: Family Engagement provides a "Triple Aim" approach

- Improving the person's experience of care
- Improving the health of populations; and,
- Reducing the cost of health care

Goals of Family Engagement:

Seeks and provides opportunities throughout the organization for the patient and family voice to inform, collaborate and be empowered.

Intentionally includes *representation from all persons*, patients, and families.

Integrates patient and family *input and experience* to improve care and services.

Allows for collaboration and co-design with patients and families to *improve healthcare service delivery*.

Builds capacity and *strengthens partnership* with patients and families.

Ensures appropriate support measures and structure to implement and coordinate engagement opportunities with patients/families

¹ Patient Voices Network https://patientvoicesbc.ca/wp-content/uploads/2019/07/PVN_Getting-Started-with-Patient-Engagement_WEB.pdf

² MoH (2015) The BC Patient-Centered Care Framework. https://www.health.gov.bc.ca/library/publications/year/2015_a/pt-centred-care-framework.pdf

³ Ministry of Health (MOH), (2018) Patient, Family, Caregiver and Public Engagement Framework. <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/health-care-partners/patients-as-partners/patients-as-partners-framework.pdf>