



HURON PERTH HEALTHCARE ALLIANCE

Governance Policy

Policy Name: Patient, Family and Staff Engagement	
Section 3.0 – Foster Relationships	Number: 3.5
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Purpose

To enhance patient experience, improve the work life of care providers, improve population health and reduce per capita cost of healthcare.

To support an engagement capable environment as outlined in the Patient, Family and Staff Experience Framework.

To create an environment where the “engagement” of staff, physicians, volunteers, patients, families and community members is encouraged.

Engagement Definition

Engagement is an approach where a broad spectrum of people with varying experiences, are motivated to contribute to organizational success and enables the conditions in which these individuals offer more of their capability and potential.

Engagement focuses on the relationship between patients, families, healthcare providers and the community as they work together to promote and support active patient and public involvement in health and healthcare and to strengthen their influence on healthcare decisions at both the individual and collective levels. Engagement occurs when people and organizations that are impacted by a decision participate in the process of making that decision.

The Carmen Framework is the guide used by the Huron Perth Healthcare Alliance (HPHA) to assess progress towards a fully engaged organization. <https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2012.1133>

Engagement Philosophy

Promoting engagement across the HPHA is consistent with the organizational values of *compassion, accountability and integrity; the Mission “Collaborating for Exceptional Care”; and the Vision “Innovating for Exceptional Health”*. It is an approach that is designed to promote trust, fairness and mutual respect that results in the empowerment and commitment of staff, physicians, volunteers, patients, families, and community partners collaborating to achieving excellence.

Creating a quality healthcare system of excellence can only be achieved if those within the system derive satisfaction and joy from what they do. Satisfaction and joy are inextricably linked not only to each other but also to improving the experience of patients, families, staff, physicians

and volunteers within the HPHA and broader system of care. Intentional engagement at every level of the organization can achieve this. <https://www.hqontario.ca/Blog/quality-improvement/finding-joy-in-work>

Levels of Engagement:

- Individual/patient level: where the patient is actively involved in their healthcare planning and decision making.
- Organizational level: where patients, families, staff, physicians, and volunteers, and leaders are engaged in the design, development and evaluation of healthcare programs and activities
- System level: where patients, families, staff, physicians, and internal and external leaders are engaged in policy development and strategic planning targeted at improving the system of care.

Value of Engagement

- Patients engaged in their health will aid in the management of their chronic diseases, improving their quality of life and reducing healthcare costs.
- Creates an environment where patients, families, volunteers and hospital staff work together as partners to improve quality and safety of hospital and system care.
- Improving hospital/system performance; including safer transfer of information at transitions, enhanced medication management, improved infection control initiatives, observation of care processes, improved patient outcomes, reduction of complications, reduced lengths of stay, and reduction of waste.
- Reducing number of patient and family complaints.
- Engaged employees experience a positive emotional state and better health at work which leads them to improve personal resources and contribute to organizational performance.
- Highly engaged employees transfer their enthusiasm to other employees at work creating an overall healthy work environment and better performance outcomes.
- Engaged employees contribute to a positive employee experience which leads to a positive patient/family experience.
- It is the right thing to do.

Principles of Engagement:

At a broad level, engagement is a process that brings people together, either in person or virtually, to support decision making.

Together, these partnerships will:

1. Be founded on common understandings and be non-judgmental;
2. Have a deep commitment to respect, dignity and leverage the differences among partners;
3. Recognise the Quadruple Aim will be achieved through the engagement of patients, families (Patient Partners), caregivers and leaders at all levels.
<https://www.hqontario.ca/Blog/quality-improvement/the-next-step-for-better-quality-care;>
4. Realize person-centeredness takes place across all levels and works to ensure that the motto "*Nothing about me, without me,*" is respected and realized;
5. Recognize engagement needs to work for patients, families, caregivers and staff.

6. Include mutual knowledge sharing and exchange for the mutual benefit of all parties;
7. Foster meaningful change to achieve individual, community and system goals;
8. Be driven by patient, family, caregiver and staff experiences;
9. Use co-design techniques that actively involve all stakeholders (employees, patients, families, caregivers, providers, leaders, citizens, and health-sector organizations) in the design process to help ensure the results meet their needs and are usable;
10. Measure progress by what has been demonstrated and achieved.

Opportunities for Patient/Family/Staff/Physician/Volunteer Engagement at the HPHA

1. Employing a person centered approach to care delivery at the bedside through care plans suitable for the patient and caregivers. E.g. Inter-disciplinary Collaborative Care Plans.
2. Patient partner recruitment and onboarding.
3. Patient partner participation in staff/leader interviews and organizational orientation.
4. Program Council and Committee membership.
5. Patient and staff experience surveys and focus group.
6. Patient partners engaged within governance structure.
7. Inter-professional Collaborative Team
8. Patient Partnership Council
9. In the moment surveying of patients and families
10. Leader rounding on patients and staff
11. Daily Huddles
12. Patient Experience week Celebrations
13. Planning and delivering education
14. Patient stories at the Board of Directors

References

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Patient, Family & Staff Experience Framework

