



'Engagement-Capable Environments': The organizational context for patient engagement

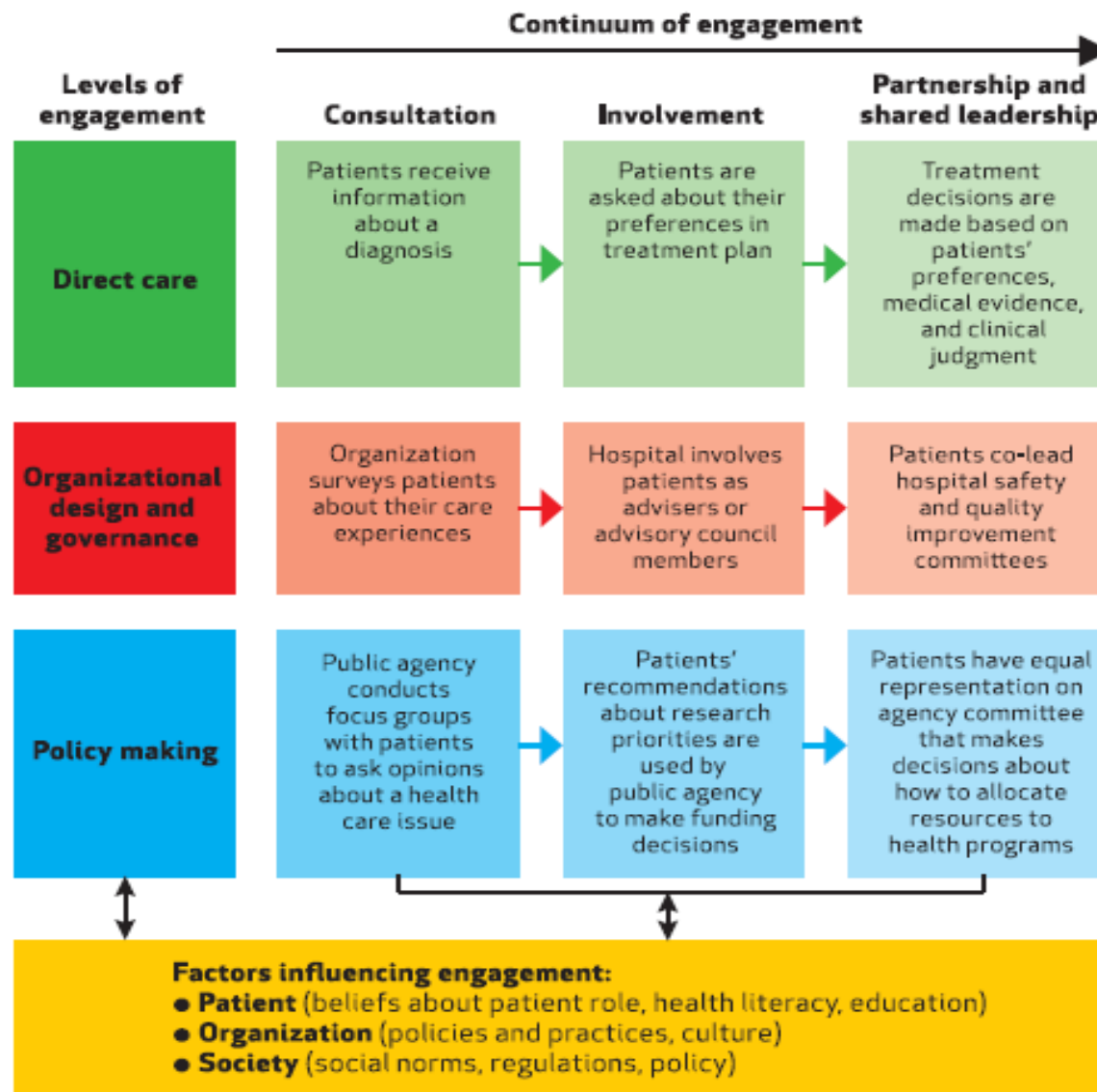
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Patient Engagement Research Project

- Case studies to examine the strategies, impact, and enabling factors for patient engagement within organizations for service improvements and re-design of care
 - Canada
 - McGill University Health Centre, Glenrose Rehabilitation Centre
 - United States
 - Georgia Regents Health Centre, Cincinnati Children's Hospital
 - England
 - Northumbria Healthcare Trust, Whittington Hospital
 - France
 - L'hôpital Sainte Anne, Institut Gustave Roussy, La Croix Rouge Française

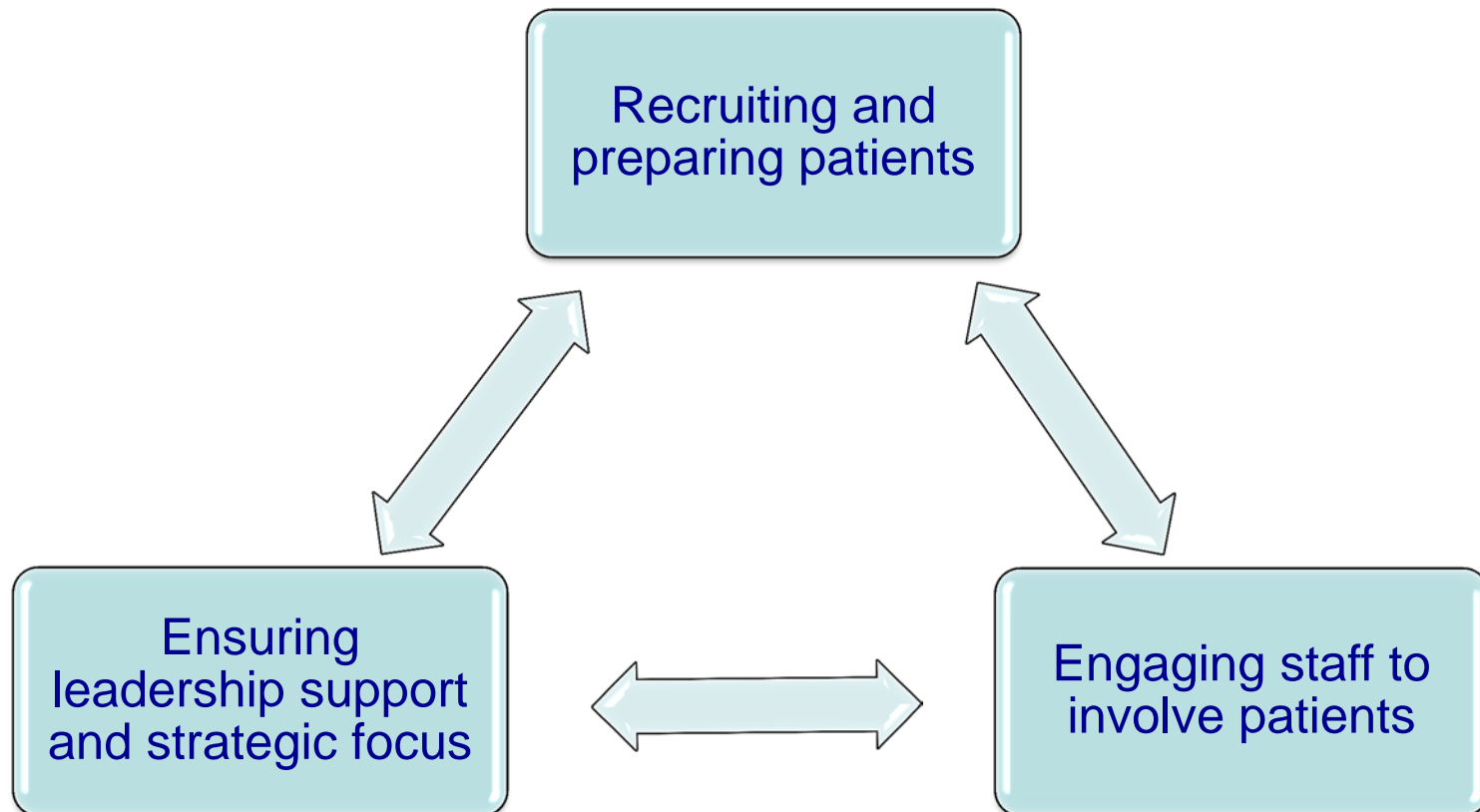
A Multidimensional Framework For Patient And Family Engagement In Health And Health Care



Carman et al.,
Health Affairs,
2013)

SOURCE Authors' analysis. **NOTE** Movement to the right on the continuum of engagement denotes increasing patient participation and collaboration.

Engagement-capable environments



Enlisting and preparing patients

- Recruit former patients and families as volunteers
- Develop roles and responsibilities and offer ongoing training and opportunities to patients
- Prepare patients and families to collaborate with staff
- But:
 - Representation vs. representativeness?
 - 'Naïve' vs. experienced advisors?
 - Volunteers vs. paid work?
 - Generating open discussions?

Engaging staff to involve patients

- Prepare staff for PFCC and patient engagement
- Develop roles and responsibilities for staff
- Offer ongoing training to staff and recognize PFCC skills and behaviors

- But:
 - “Staff lose, patients gain”?

Ensuring leadership support and strategic focus

- Set vision, strategic directions and goals
- Set expectations for and role-model PFCC and patient engagement values
- Support patient engagement with organizational infrastructure and resources and embed PE with quality improvement efforts
- But:
 - Partnership vs. Empowerment models of care?

Conclusion:



- All three pillars of patients, staff, and leaders are needed to create engagement-capable environments
- Changes in how values and relationships are enacted
- Improvements seen in patient outcomes