WE ARE THE PATIENT VOICE

London Health Sciences Centre
Quality, Patient Safety and Patient Experience

Surveys and research are not enough.

Most people are more deeply influenced by one clear, vivid, personal example than by an abundance of statistical data.

Elliot Aronson

10-Step Storytelling Workshop Model

1. Advisors **register** for workshop

2. Pre-circulate **preparation** materials

3. Attend a two-hour session for **writing stories** in small group (peer, toastmaster volunteer, staff liaison/clinical lead)

4. Receive and consider **feedback** from group members

5. Return for second two hour session to **practice** and receive written feedback from audience

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10-Step Workshop Model

6. Post workshop - further preparation offered by staff or peer to **refine story** for specific audiences

7. Patient Experience office **matches** speaker with session

8. Debrief after speaking session with advisor and provide opportunity for **two-way feedback**

9. **Follow up** phone call 2-3 days after speaking

10. Collect **impact** on patient speaker and audience using 3 key questions (becoming research)

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Why Does It Matter?

Impact of patient stories for quality improvement

Help us feel what patient and family centred care really is – may create a vicarious experience
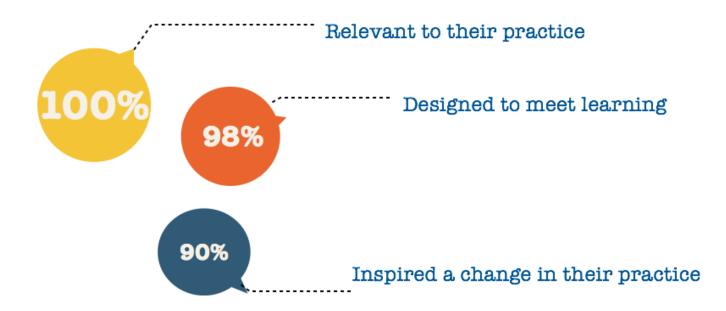
See system from the user lens and what they really care about

Generates ideas and solutions

Self-reflect on personal practice

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Why Does It Matter?

N=395

100% — Relevant to their practice

98% — Designed to meet learning

90% — Inspired a change in their practice

Hearing from patients themselves hits home a lot more than listening to an educator/seeing slideshow.

The presentation was amazing. I was truly touched by each presenter's experience. I was inspired by their good experiences and learned from their bad experiences.

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Toolkits