Compassionate Person-Centred Care

Seeking and Embedding the Voice of the Patient:

Partnering with Patients and Families to deliver Sunnybrook’s Interprofessional “Education Bundles”

PACE Forum at Holland-Bloorview
Quick Hits Presentation
November 29, 2016
Three Vital Behaviours of Seeking and Embedding the Voice of the Patient

1. Connect through INTRODUCTIONS
2. ASK first what’s most important
3. SHARE & ACT on what matters most
Core Components to all Education Bundles

**Narrative**

by Patient(s) or Family Member(s) that connects the 3 Vital Behaviours to their hospital experience
Program and Unit-Based Education

Pre-education

Program/unit leaders and selected champions to experience core education
Implementation narratives/ learning shared by leaders/champions from previous implementation site
Champions to “try on” the 3 Vital Behaviours

Tri-led education to all inter-professional staff
Patient and Family Member Partners
Managers/leaders and staff champions from the program/unit
Member of Person-Centred Care Committee

Narrative
by Patient(s) or Family Member(s) that connects the 3 Vital Behaviours to their hospital experience
“Conversations with Patients”
Engaging with patients and families

1. When staff came to see you, did they introduce themselves?

2. How often did staff ask what was most important to you?

3. How often did staff work with you to act on what was important to you?
Inter-professional Education Bundles to
Seek and Embed the Voice of the Patient

1. Staff Training: Inter-professional Education
2. Staff and Student Learning Forums
3. Intranet- and Internet-based Education
4. Print Material Education
5. Program- and Unit-based Education