



Compassionate Person-Centred Care



PACE Forum at Holland-Bloorview
Quick Hits Presentation
November 29, 2016

Seeking and Embedding the
Voice of the Patient:

Partnering with Patients
and Families
to deliver Sunnybrook's
Interprofessional
"Education Bundles"

Three Vital Behaviours

of Seeking and Embedding the Voice of the Patient

1

Connect
through
INTRODUCTIONS



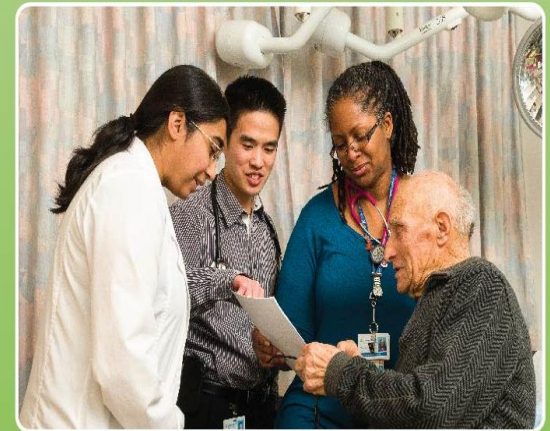
2

ASK first
what's most
important



3

SHARE & ACT
on what matters
most




Core Components to all Education Bundles

Three Vital Behaviours of Seeking and Embedding the Voice of the Patient


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INTRODUCTIONS




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SHARE & ACT
on what matters
most




Narrative
by **Patient(s)** or **Family Member(s)**
that connects the 3 Vital Behaviours to their hospital experience

Seeking and embedding the voice of the patient




Understand the patient experience



BEST PRACTICE matters™

**Call To Action:
Sunnybrook's Person-Centred Care Approach**



Together, we will achieve:

- Patient interactions that are grounded in Sunnybrook's ECARE Values & the 4 Cs
- Consistency in our approach with patients and families
- Clarity in how we work together as a team
- Enhanced safety, improved clinical outcomes, efficient and effective care
- Increased Sunnybrook staff member job satisfaction

Person-Centred Care

- Patients and families are invited to share what's most important.
- Staff will listen, discuss and act on what matters most.

Why?

- Excellent patient experiences and positive outcomes for patients and families
- Increased safety and improved quality of care

How?

Connect through Introductions

Start with NODS:

- N** - say your Name
- O** - state your Occupation
- D** - describe what you will Do together with the patient
- S** - Supportively, Sincerely, and with a Smile

...and ask how the patient and family members want to be addressed.

Seek the Voice of the Patient

ASK first:

Today/Right now, what's most important to you?

- goal, concern, worry, preference, care need

What would you like to see happen? What would help?

Embed the Voice of the Patient

SHARE A ACT:

What's important to the patient and work with the interprofessional team and health care partners across the continuum of care.

Document the patient story. Take action and see it through.

The Patient Experience

The sum of all interactions, shaped by an organization's **culture**, that influence patient **perceptions**

Deryl Institute

Let's take action - Always Seek and Embed the Voice of the Patient because you are the Patient Experience



Program and Unit-Based Education



Narrative

by **Patient(s)** or **Family Member(s)**
that connects the 3 Vital Behaviours to
their hospital experience



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

“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