

## WORKSHOP ABSTRACT

# Partnering with Purpose: How to Build People-Centred Care into your Next Quality Improvement Initiative

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### ***Workshop – Background***

Health systems around the world are moving towards integrated health systems. People-centred care is a key component of integrated care. Partnering with patients in every aspect of care – from boardroom to bedside – will ensure that all voices at the table are heard for quality improvement and patient safety.

### ***Workshop - Aims and Objectives***

Overall goal: attendees understand the value of using people-centred care at the governance, organizational and direct level of care and leave with a plan of how they will build patient engagement into their next quality and patient safety initiative.

Objectives:

Illustrate the value created by partnering with patients

Explore what patient engagement looks like at the policy, organizational and direct care level

Support attendees to build a patient-engagement plan that includes continuous evaluation

Create an opportunity for attendees to communicate with patient partners who have experience in partnering at all levels of care

### ***Workshop - Target audience***

Attendees who are committed to building people-centred care and patient engagement practices into new or existing plans are welcome. This includes attendees who come from the policy, governance and direct care levels, including executive, quality improvement leads, policymakers and patient and family advisors.

### ***Workshop - Format***

Materials: PowerPoint, Digital plan (handout)

10 minutes: Welcome with intro, agenda, ice breaker.

20 minutes: Inspire with examples: overview of people-centred care, patient partnership, and IPCHS standard's ten design principles

20 minutes: identify challenges/gaps relating to patient engagement with group brainstorm (attendees fill in handout)

20 minutes: brainstorm creative solutions to patient engagement with group brainstorm (attendees fill in handout)

20 minutes: Share knowledge, encourage dialog: Attendees share individual challenges and innovative solutions. Facilitated discussion around how to implement.

***Workshop - Key Learnings/Take away***

Attendees will understand the value of people-centred care and patient partnership at the governance, organizational and direct care level.

Leave with a plan: attendees will create a personalized plan of how they can build in people-centred care practices for their next quality improvement initiative.