

# Wave 4 of COVID-19: Supporting Emotional Well-Being and Mental Health of Patients and Families

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# Focus For Today's Webinar Discussion

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Discuss the importance of maintaining the lived experience perspective in decision-making circles

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The fourth wave and the importance of continuing patient and family engagement

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Explore and discuss how partnerships and collaboration will help build solutions together

***Maintaining the lived experience  
perspective within decision-making circles***

# My Elders



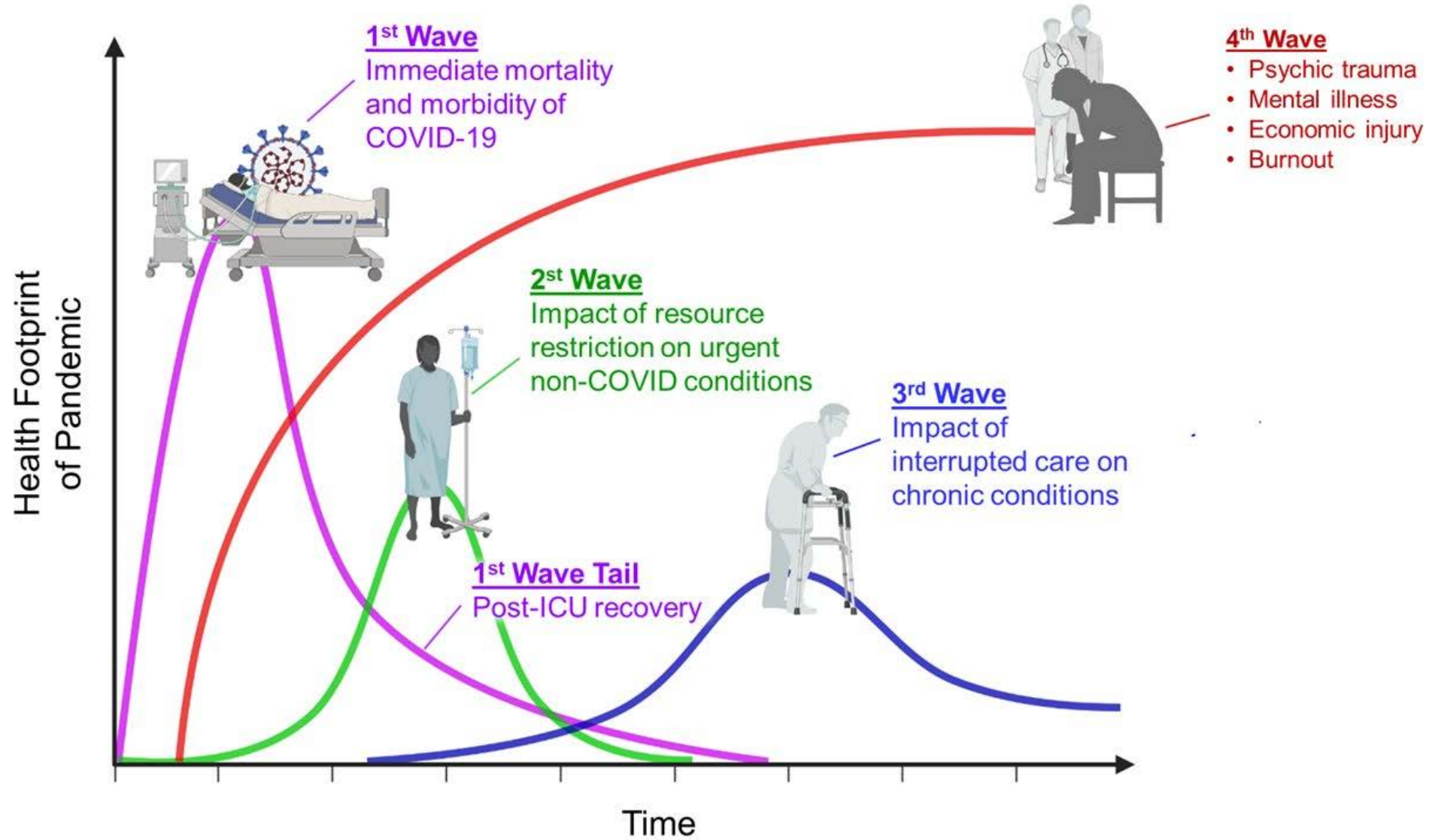
# Patient & family engagement during COVID-19: Mental health IS health

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April 28, 2020

**camh**

Azrieli Adult  
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<https://twitter.com/VectorSting/status/1244671755781898241?s=20> Dr. Victor Tseng

# Patient & Family Engagement: What has changed?

1. The pace
2. The platforms/structures
3. Priority content/topics
4. More competing demands

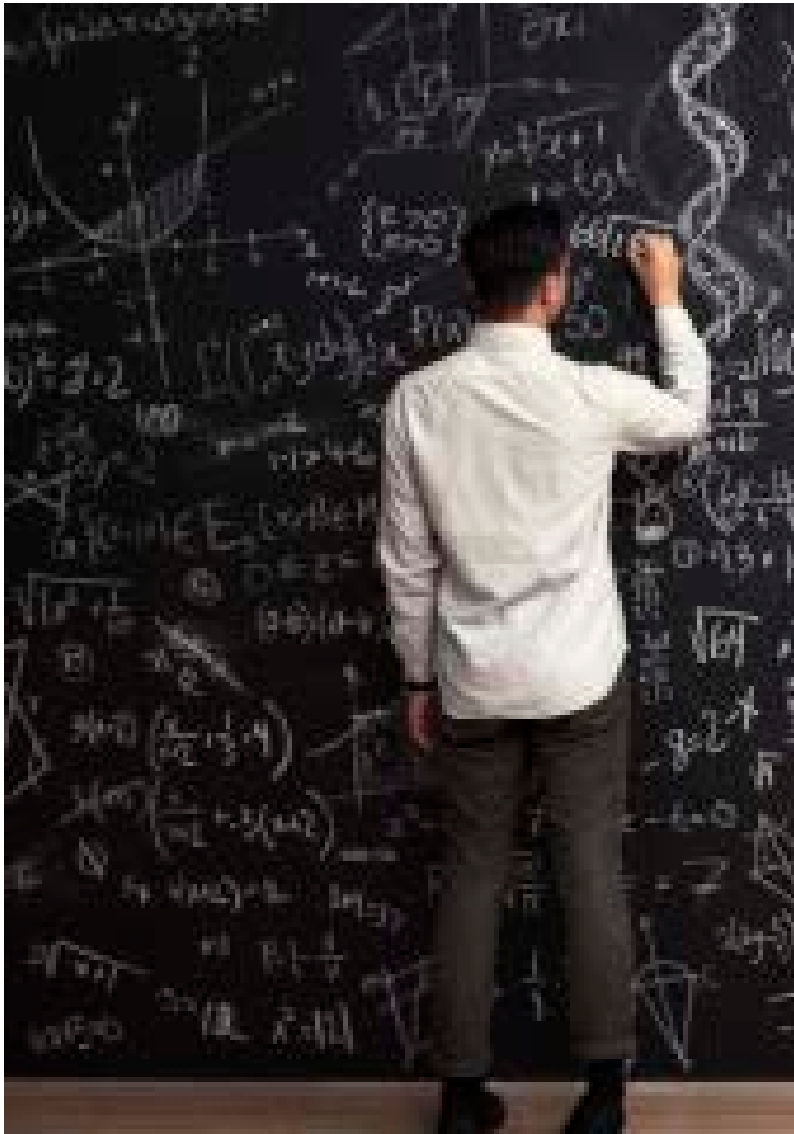
# Patient & Family Engagement: What remains the same?

1. Patient & Family voice still essential
2. Power differentials still there
3. Trauma informed care applies
4. Cultural safety applies
5. Emphasis on building & strengthening relationships needed



# Patient & Family Engagement: How do we pivot?

1. Work harder to create/maintain a safe space
2. Give permission to come & go
3. Anticipate opportunities and act quickly
4. Establish process to prioritize topics
5. Have tips/steps to follow with adaptations
6. "Fail faster", own it, and keep going



# Thank you!

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# Chat Question

- › How have things changed for patients/families/caregivers since the beginning of the COVID-19 pandemic?
  - Have those needs been recognized and what resources do we currently have in place?

# Chat Question

- › How is your organization engaging with patients and families now to reduce the potential impact of Wave 4 of the COVID-19 pandemic?
  - How are patients/families/caregivers mobilizing and what supports do they need?

# Chat Question

- › Now more than ever, patients and families may be experiencing trauma and barriers to care.
  - How do change what we do in engagement to hear those voices?
  - How do we remove barriers to hear diverse voices and ensure safety in engagement?

**Thank you!**