Using Patient Stories for Learning and Improvement
Welcome

With us today:

Christine Maika
Improvement Lead, CFHI

Carol Fancott
Clinical Research Leader
Academic Affairs, Research and
Innovation
Collaborative Academic
Practice at the University
Health Network

Lauren Lee
Patient advisor
London Health Sciences
Centre

Lisa Hawthronthwaite
Sr. Patient Experience
Specialist
London Health Sciences
Centre

@CFHI_FCASS
cfhi-fcass.ca
On today’s webinar...

✓ Reflect on how your organization aims to use patient stories particularly as they link to patient and family-centered care and quality improvement

✓ Consider why patient stories are being used, who is telling them, for what purposes, and in whose interests

✓ Consider the structures that are required to enable learning from stories to support changes in practice and processes of care
Patient & Family Engagement for Improvement

• CFHI supports organizations to improve engagement of patients and families in decisions about service design & delivery at individual and organization levels.

• CFHI’s work with organizations across the country to improve patient engagement has demonstrated that improved patient & family engagement is associated with quality improvement in:
  • Patient & provider communication
  • Patient experience
  • Safety & efficiency
“Most people are more deeply influenced by one clear, vivid personal example than by an abundance of statistical data.”

- Elliot Aronson
Stories are everywhere....

Clean Care is Safer Care

Inventory of patient stories

On this page you can see web sites featuring videos and stories of patients affected by health care-associated infection and/or involved in hand hygiene promotion. These can be very powerful for health-care workers’ training and patients’ awareness raising and empowerment. If you know of any good videos of patient stories on health care-associated infection and patient participation in hand hygiene, please send us the
“Letting Stories Breathe”

“At first it was kind of sexy to use a patient story because everybody was talking about it.” (Leader)

The problem

Little nuanced understanding of what type of stories, told by who, for what purposes, and with what impact
What happens to a story like Lauren’s?
The **TYPE** of Story

Patient stories of experiences of *care* vs. patient stories of experiences of *illness*

Typology of stories (Frank, 1995)
- Stories of chaos
- Stories of restitution
- Quest stories
Shaping Stories

“And we try and end every story on a message of hope…” (Leader)

From chaos to quest

Tools, templates, coaching, workshops
Shaping Stories

The co-construction of patient stories of experiences of care

Tension 1: Whose story is it?
Who are the storytellers?

Authenticity: Stories matter, but how the story is told is also important

- “Right time”
- “Right fit”
- “Solution-focused”

“The goal is to be constructive and make positive change.” (Leader)

Tension 2: Who gets to tell their story?
Who are the Storytellers?

Patient stories

or

stories of patients

Tension 3:

In whose interest is the story told?
The Milieu for Stories

Symbiotic relationship: PFCC and patient stories

“When you look at PFCC, the patient and family being at the centre, I think the real anchor to it all is the stories…” (Patient)

Leaders are key enablers of PFCC

“If you don’t have your leaders modelling that behaviour, you’re not going to have the people that are working in the point of care or any area of the hospital behaving that way.” (Leader)
The Organization

“I think if you’re going to have people tell their stories, you need to have a system that’s set up that is doing something about those stories, right?”

(Leader)

Structures to support patient stories

- Purposeful gathering of stories
- Explicit linkages to improvement and learning
Toolkits

Storyteller

Facilitator
Intentional Dialogue

Thinking with vs. Thinking about stories (Frank, 2010)

Notion of intentional dialogue (Kumagai, 2008)
“Stories are great, [but] stories can be used and abused, and I think that you have to find that right balance where you’re using stories that are coming out of your engagement efforts that you’re doing across your services.” (Leader)
The Good News

Stories have power:
“we need to give legs to stories”

Stories are not ‘stand-alone’ vehicles for change:
Explicit structures and processes to support learning

Stories as power:
Patient stories as legitimate forms of knowledge
Expert by experience
Professional hierarchies in healthcare
Hegemonic power to story
The Cautionary Tale

The need for reflective storytelling practices

Recognition of authorized stories and authorized storytellers

But then, whose voices are silenced? What is the purpose of telling stories – to support existing structures or to disrupt them?
Have you ‘given legs’ to patient and family stories?
Acknowledgements

Thank you to CFHI for hosting this webinar.
Questions?

Please submit your questions/comments electronically using the “Chat Box” on the bottom of your webinar screen.
Resources

- Patient and Family Storytelling: Curriculum Facilitator Checklist
- Patient and Family Advisors: Storyteller Toolkit
- Patient Engagement Resource Hub
- Patient Engagement: Catalyzing Innovation and Improvement in Healthcare (Available December 7th)
Upcoming Webinars

November 15th – Are you ready for a little EXTRA?

November 24th – Shifting Care from Hospital to Home – Part 2

November 30th - Transforming Care for the Elderly: ensuring that seniors receive appropriate and person-centred care

Thank you!

Carol.fancott@uhn.ca  Lisa.hawthorthwaite@lhsc.on.ca  Lauren Lee: triple@rogers.com