The Canadian Foundation for Healthcare Improvement supports initiatives that engage patients and families in designing, delivering and evaluating health services, with the goal of improving the quality of care. Co-designing improvements with patients and families leads to new insights and better results than providers and leaders working on their own. By harnessing the tremendous potential of engagement to drive improvement, we help organizations understand and create the winning conditions to accelerate healthcare improvement.

Recognized as an international leader in patient and family engagement for our work spearheading the pan-Canadian Patient Engagement Projects, CFHI champions collaborative partnerships with patients and families for quality improvement. Our Partnering with Patients and Families for Quality Improvement Collaborative builds capacity and enhances organizational culture to partner with patients and families to improve quality across the continuum of care. Building on lessons learned, we are spreading knowledge through our online Resource Hub, webinars and other learning opportunities.
The Difference Engagement Makes

From 2010 to 2013, CFHI supported 17 organizations across Canada through our Patient Engagement Project (PEP) initiative, demonstrating the improvements that come when management, providers and patients work together. While the projects had diverse aims and used multiple strategies to engage their clients, results demonstrate improvements across multiple domains of quality and within the organizational culture. We improve healthcare when patients, families and providers are equal partners.

Select PEP Improvements Across Quality Domains

Access
• Reduced mental health admission time from 4.3 hours to 1 [McGill University Health Centre]

Coordination
• Improved patient understanding of the triage and overall care process of the emergency department [St. Mary’s Hospital Center]
• Improved cooperation among members of Unit Action Councils that involved patients [Huron Perth Healthcare Alliance]

Effectiveness and Appropriateness
• Eliminated 100% of cancellations of patient tests or treatments as a result of wheelchair relocation [McGill University Health Centre]
• Created a safety scorecard that is relevant to a rehabilitation environment [Toronto Rehabilitation Institute]

Efficiency
• Fast-tracked the turnaround time for blood analysis within a chemotherapy unit from a previous average of 2 to 3 hours, to 15 to 20 minutes [Huron Perth Healthcare Alliance]
• Decreased waste and non-value-added activities significantly and increased the RN time in direct care by 8% [McGill University Health Centre]
• Achieved major clinical efficiency gains via equipment and supply re-location [McGill University Health Centre]
• Introduced intentional (comfort) rounds & sustained on hospital units [McGill University Health Centre]

Equity
• Patient Engagement Research model created as part of PEP appears to reduce power imbalances, create new roles for patients who can contribute to positive health culture change [Alberta Health Services]
• Developed handbook supporting people to uncover and address inequities in services and engagement [Fraser Health Authority]

Patient- and Family-Centered Care
• 20% improvement in responsiveness of care providers, 10% improvement in communication about medications and pain management (HCAHPS surveys) [McGill University Health Centre]
• Improved patient perception of valuing and considering patients’ choices and preferences about treatment decisions [BC Forensic Psychiatric Hospital]
• Increased requests for involvement of patients in planning, delivery and evaluation of health services [Alberta Health Services]

Population Health and Health Outcomes
• Attendance in peer support group was associated with improvements in personal recovery [BC Forensic Psychiatric Hospital]

Safety
• Reduced medication interruptions by 50% and reduced medication transcription errors by 60% [McGill University Health Centre]
Tapping into Patient Know-How

In 2014, CFHI introduced Partnering with Patients and Families for Quality Improvement, a new collaborative that will help participating teams create winning conditions for partnering with patients and families to create and sustain improvements in quality and safety. The collaborative will provide funding, coaching and other support to help up to 20 teams from Canadian healthcare organizations engage patients and families in designing, delivering and evaluating healthcare services with the goal of better patient care and outcomes.

Building on Experience: Expert Faculty and Staff

- François Champagne, Full professor of health care management, health policy and healthcare evaluation, Department of Health Administration, Researcher, Institut de recherche en santé publique (IRSPUM), and Collaborator, Unité de santé internationale, School of Public Health, Université de Montréal
- Maria Judd, Senior Director, Patient Engagement and Improvement, CFHI
- Roger McAdam, Co-Chair, Patient/Family Advisory Group, Alberta Health Services
- Angela Morin, Patient and Family Experience Advisor, Kingston General Hospital
- Patricia O’Connor, Director of Nursing and Chief Nursing Officer of the McGill University Health Centre (MUHC), and an assistant professor in the Ingram School of Nursing at McGill
- Kaye Phillips, Director of Evaluation and Performance Improvement, CFHI
- Melanie Rathgeber, Founder and Lead Consultant, MERGE Consulting
- Jennifer Rees, Executive Director of Engagement and Patient Experience, Alberta Health Services
- Eleanor Rivoire, Executive Vice President and Chief Nursing Executive, Kingston General Hospital

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Patient Engagement Online Resource Hub

Since 2010, CFHI has provided support to organizations that sought to engage patients and their families to improve healthcare services. Over the course of this endeavor, we have come across a wealth of resources that have facilitated our effort in multiple contexts across the country. Our collection of existing resources and accessible tools will get you on your way to partner effectively with patients and families to improve the quality of care in your organization. Our online resources will support your effort whether you are at the stage of assessing, designing, implementing or evaluating your initiative. Visit the Hub: cfhi-fcass.ca/patientengagementresourcehub

Webinars: Patient and Family Engagement Series

This series of interactive webinars is dedicated to supporting organizations to advance the practice of patient- and family-centred care to improve quality. Our subject-matter experts will better equip you and your organization to understand, plan, implement and measure meaningful and effective patient engagement. For a list of all upcoming webinars, visit our website: cfhi-fcass.ca/oncall

“I refer to your patient & family engagement resources often. They are so clear and helpful. Thank you!”

– Colleen Young, Online Community Manager in Health, Founder of #hcsma
The Patient Engagement Projects

The map below shows the geographical reach of the PEP projects completed between 2010 and 2013. The numbers highlight the diversity of the 17 projects, demonstrating that some projects reached multiple health settings.

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CFHI accelerates healthcare improvement by working with provinces, territories and other healthcare partners to promote efficient healthcare that delivers better outcomes. With a $10 million annual federal investment, CFHI supports the development of innovations that could save provincial-territorial healthcare budgets over $1 billion per year.

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The Canadian Foundation for Healthcare Improvement is a not-for-profit organization dedicated to healthcare improvement and transformation for Canadians and is funded through an agreement with the Government of Canada. CFHI collaborates with governments, policy-makers, and health system leaders to convert evidence and innovative practices into actionable policies, programs, tools and leadership development.

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