

A photograph of surgeons in an operating room, wearing blue scrubs, masks, and hairnets, illuminated by large overhead surgical lights. The scene is set against a teal background.

# British Columbia Ministry of Health





**2016 Canadian Organization of the Year Award**

**Improving Healthcare through Patient and Public Engagement**

**Shannon Holms,  
Director, Patient Engagement and Community Programs**



# Contents

-  What is the Ministry of Health?
-  What was the problem?
-  System wide improvements
-  What is Patients as Partners?

# Contents



IAP2 Approach,  
Policies, Training, Collaboration



Leadership and Capacity Building



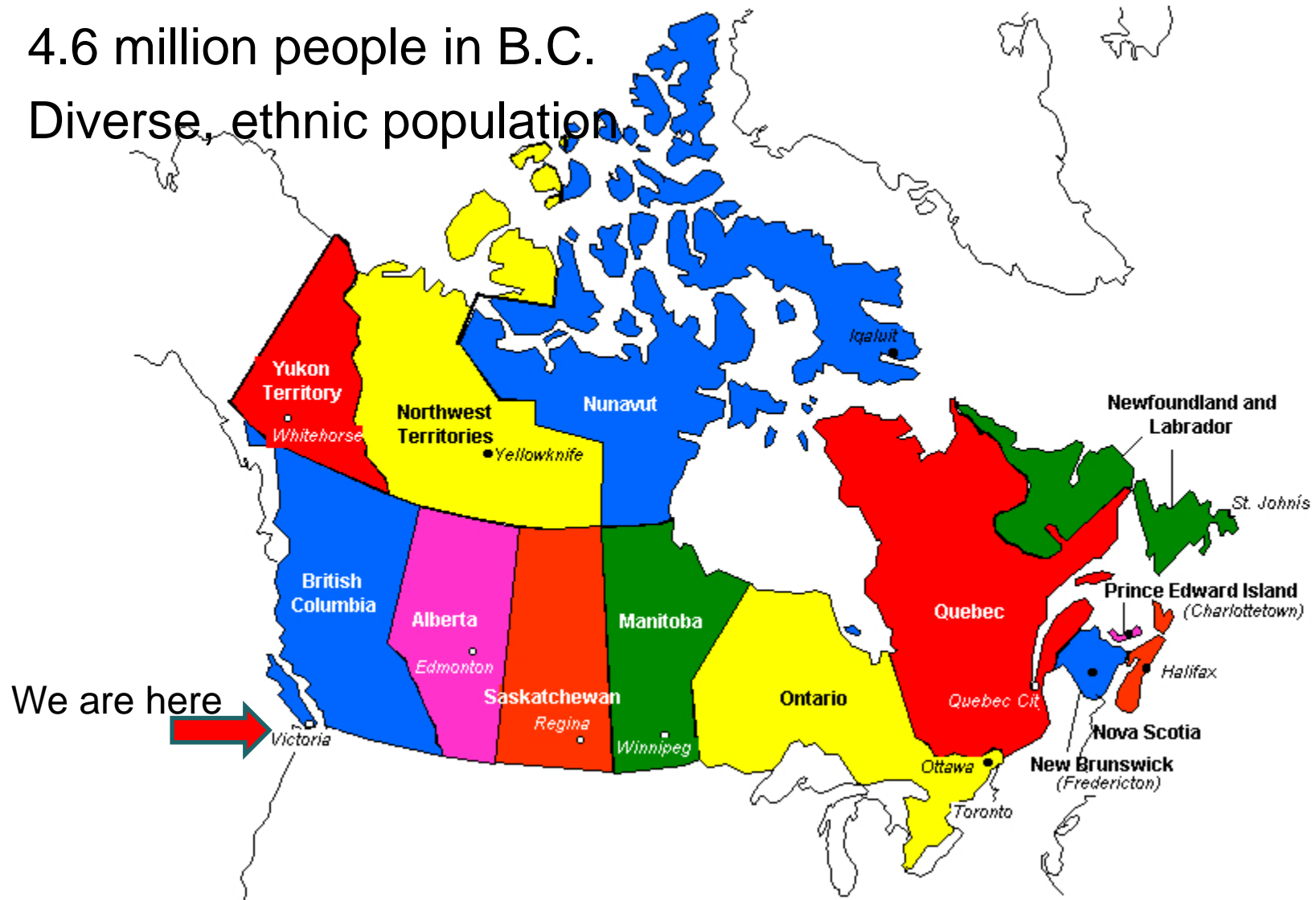
Results



Lessons Learned

# British Columbia, Canada

- 4.6 million people in B.C.
- Diverse, ethnic population



1

# What is the Ministry of Health?

- The Ministry of Health has overall responsibility for ensuring that quality, appropriate, cost effective and timely health services are available for all British Columbians.
- In the USA, we would be equivalent to a state government-run organization.

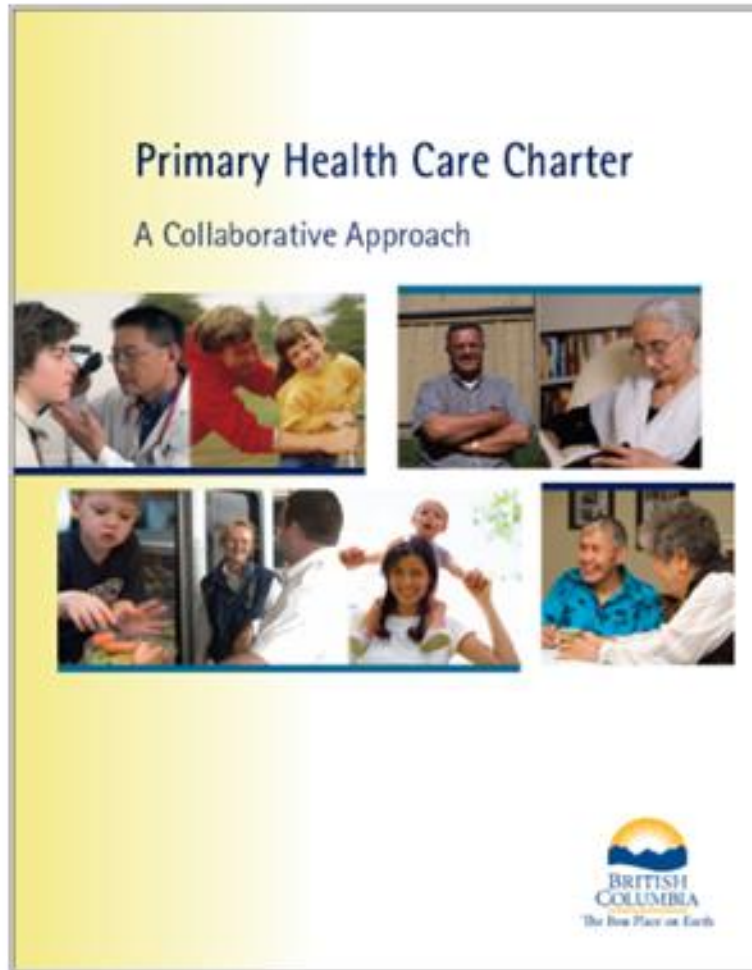


2

# What was the Problem?



# System wide improvements



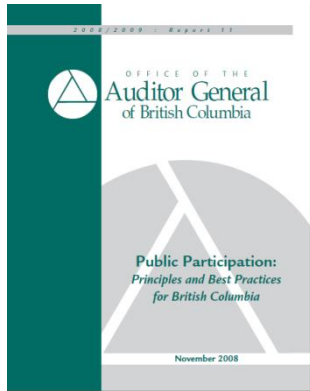
- ❖ In 2007, the British Columbia Ministry of Health took strides to make system wide improvements.
- ❖ Primary Care Charter
- ❖ Patients as Partners

# What is Patients as Partners?

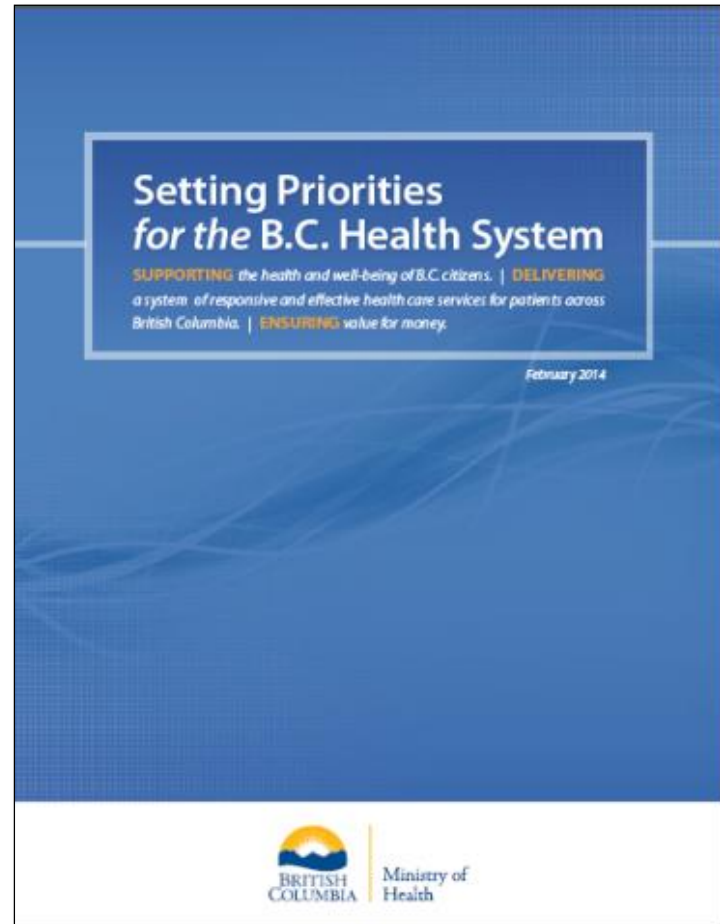
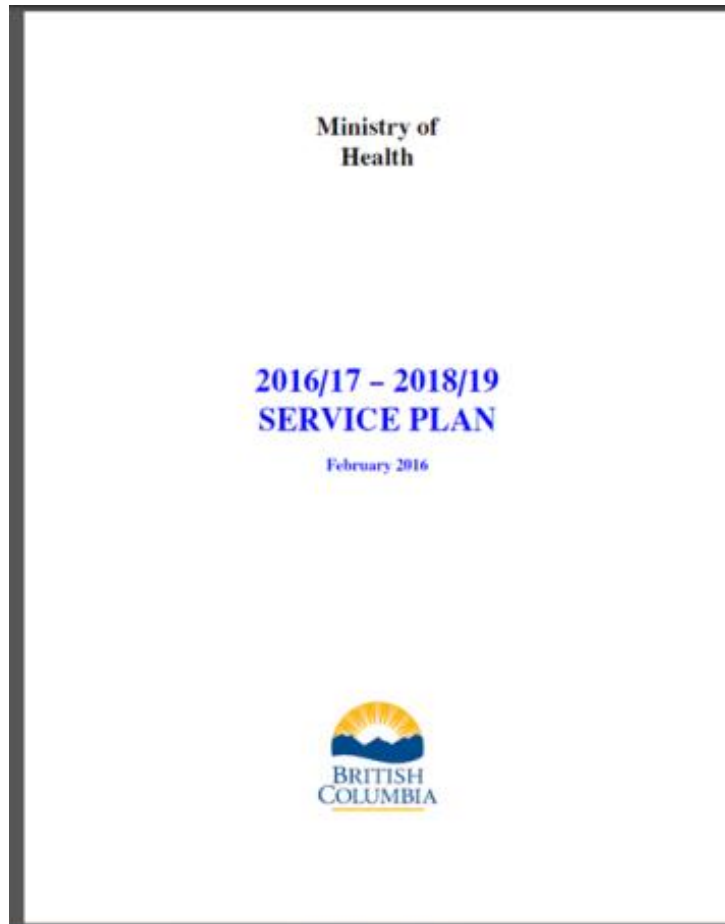
- ❖ **Patients as Partners is a Ministry of Health program and a philosophy that brings together patients, families, caregivers, healthcare providers, not-for-profits, non-governmental organizations, and universities to work together to include the patient voice, choice and representation in healthcare improvement.**



# IAP2 Approach



## Current British Columbia Ministry of Health Policy Documents



## Current British Columbia Ministry of Health Policy Documents

**The British Columbia  
Patient-Centered Care Framework**

---

**Introduction**

Providing patient-centered care is the first of eight priorities for the B.C. health system as articulated in the Ministry of Health's strategic plan, [Setting Priorities for the B.C. Health System](#) (February 2014). Under the strategic plan, the province will strive to deliver health care as a service built around the individual, not the provider and administration. This is not an oversight change, but a promise of a sustained focus that will drive policy, service design, training, service delivery, and service accountability systems.

The B.C. Health Quality Matrix, developed in 2008, describes seven dimensions of quality for health care: acceptability, appropriateness, accessibility, safety, effectiveness, equity and efficiency. These dimensions are patient-centered and have already started to drive B.C. towards a patient-centered care approach. Significant progress has been made on enhancing patient-centered care through the Triple Aim strategy, the Partners in Care consultation process, and in the work with Doctors of British Columbia (previously the British Columbia Medical Association). In addition, there are examples of excellent work being done within the B.C. acute care health system to promote patient-centered care and its benefits to the health system.

This framework for patient-centered care is intended to build on existing efforts and accelerate the adoption of patient-centered care practices in B.C. by creating a common understanding of what patient-centered care is and a shared vision for adopting patient-centered care.

**What is patient-centered care?**


Patient-centered care puts patients at the forefront of their health and care, ensure they retain control over their own choices, helps them make informed decisions and supports a partnership between individuals, families, and health care service providers. Patient-centered care incorporates the following key components:

- self-management;
- shared and informed decision-making;
- an enhanced experience of health care;
- improved information and understanding; and,
- the advancement of prevention and health promotion activities.

February 2015 Page 1 of 5

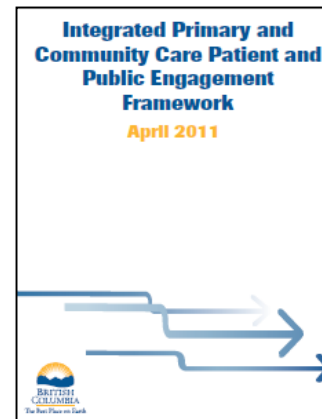
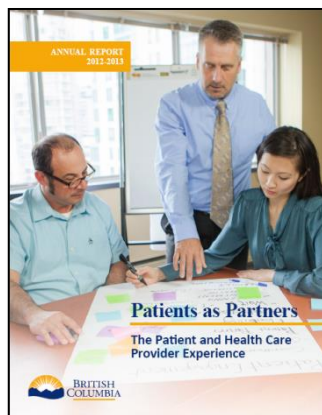
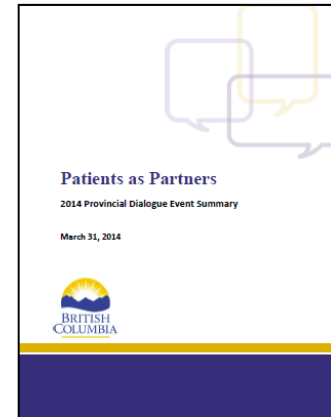
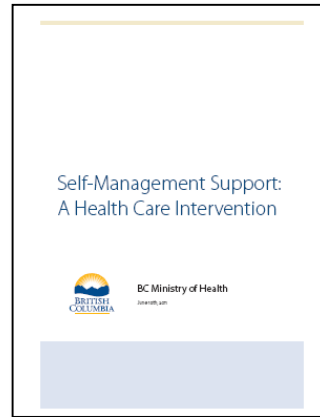
**PRIMARY AND COMMUNITY CARE IN BC:  
A STRATEGIC POLICY FRAMEWORK**

**CROSS SECTOR POLICY DISCUSSION PAPER  
2015**

 BRITISH COLUMBIA Ministry of Health

# Policies

## Patients as Partners Policy Documents



# Policies

## Patients as Partners – Engagement at Three Levels

- **Individual Care:** The patients are *activated* and involved in their own care through self-management. Patients have an engaged role in health care decision-making because the system is gradually changing to be more patient-centered, responsive, respectful, and collaborative.
- **Bringing in Community:** Patients, families, caregivers, and others are engaged in policy development or strategic planning.
- **System Redesign:** Patients, families, caregivers and others are engaged in design, delivery and evaluation of health care programs and services at a strategic and/or system level.



*I am engaged and understand how to take care of my health needs.*



*I am engaged with others about health care policies and planning.*



*We are working together to improve the health care system.*

# Training



# Collaboration



6

# Leadership and Capacity Building



Deputy Minister  
Stephen Brown



Minister of Health  
Terry Lake



# Leadership and Capacity Building



# Results

1

**In less  
than 10  
years...**

2

**800 health  
care  
workers  
trained in  
IAP2**

3

**More than  
40,000  
patients  
engaged  
using IAP2  
approach**

# Lessons Learned

- ❑ Keep good relationships with all stakeholders – patients are key!
- ❑ Keep your leaders involved, informed and engaged
- ❑ Internal marketing and external marketing
- ❑ Measure, measure, measure



# Questions?

## Links:

British Columbia Ministry of Health: <http://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/health>

Engagement Site for the British Columbia Provincial Government:

<https://engage.gov.bc.ca/govtogetherbc/?id=2E4C7D6BCAA4470AAAD2DCADF662E6A0&s=patients+as+partners>

An example of a webinar that describes Patients as Partners was hosted by the Canadian Foundation for Health Care Improvement and is available at: [https://www.youtube.com/watch?v=8uNRM\\_zcLIE](https://www.youtube.com/watch?v=8uNRM_zcLIE).

Educational webinars funded by Patients as Partners have also been developed. Examples are available at: <https://www.youtube.com/watch?v=rEmAABw4ibY>

Patient as Partners Annual Report 2012 - 2013

<http://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/primary-health-care/patients-as-partners-annual-report-2012-2013.pdf>

Patients as Partners Presentation – the Early Days

[http://www.rpcu.qc.ca/pdf/english/Key\\_to\\_System\\_Transformation.pdf](http://www.rpcu.qc.ca/pdf/english/Key_to_System_Transformation.pdf)

CCMI <http://www.centrecmi.ca/>

A non-profit organization that provides tools, training and system redesign expertise in many aspects of partnered care: patient-centered care, health literacy, action planning, brief interventions and motivational interviewing. Our vision is to improve health outcomes through helping people take active roles in their health.

## Links:

Below are links to the websites and brief descriptions of some of the ministry Patients as Partners funded partner organizations:

- [Delaney and Associates \(http://www.rmdelaney.com/\)](http://www.rmdelaney.com/) provides IAP2 engagement training to health care sector workers and leaders. Also provides consultation and advice on engagements.
- [Pain BC \(http://www.painbc.ca/\)](http://www.painbc.ca/) improves the lives of people in pain through educational programs and information for patients and health care providers, empowerment and innovation.
- [The Intercultural Online Health Network \(http://www.iconproject.org/dnn\\_icon\)](http://www.iconproject.org/dnn_icon) is a community-driven health care initiative that provides culturally optimized chronic disease prevention and management information for patients and families in multicultural communities.
- [Self-Management British Columbia \(http://www.selfmanagementbc.ca/CommunityPrograms\)](http://www.selfmanagementbc.ca/CommunityPrograms) provides education and supportive chronic disease management programs to increase patients' skills and confidence to deal with medical management, role management and emotional management.
- [Family Caregivers of British Columbia \(http://www.familycaregiversbc.ca\)](http://www.familycaregiversbc.ca) informs, supports and educates to improve quality of life for family caregivers by providing a Caregiver Support Line, education for family caregivers and health professionals, and by engaging caregivers to collaborate with the health sector.



# Thank You!

Improving Healthcare through Patient and Public Engagement

Please contact me [shannon.holms@gov.bc.ca](mailto:shannon.holms@gov.bc.ca)  
250-507-2490

