Learning from Patient Stories to Improve Care

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1:00 pm – 4:30 pm

Session Objectives

- Identify strategies to engage patients and families in creating solutions to address medical harm and accelerate the learning across your organization
- Practice an approach to analyzing a patient safety event, building on the patient and family’s viewpoints, as a way to drive the design and implementation of solutions
- Disseminate several patient engagement/empowerment tools related to improving safety and quality of health care and discuss how to integrate these tools in your patient safety and value driven efforts
Outline

1:00 – 1:30 Introductions
1:30 – 1:40 Overview of the Learning from Patient Stories project
1:40 – 2:10 Videos of 4 cases and quick reactions
2:10 – 3:00 Case study discussion Small group exercise and report back
3:00 – 3:15 Break
3:15 – 3:30 Patient empowerment
3:30 – 4:20 Creating patient empowerment tools Small group exercise and report back
4:20 – 4:30 Wrap up and conclude

Introductions

At your tables, take 10 minutes:
- Who are you?
- Where are you from, what do you do?
- What are your expectations for today?
- What types of things your organization has done to engage patients?
  - Specific tools?
  - Specific activities?
- How have you evaluated the tools or activities?
Report Back

Learning from Patient Stories

- Overview of the Learning from Patient Stories project
  - Book
  - Website
  - Videos
Learning from Patient Stories

- 24 case studies
  - A series of patient stories told from the perspective of the patient and/or family
  - A standard format for each case: introduction, background, case presentation, detailed case analysis, and questions
  - International perspective
  - Supplemental resource available on line
  - Published by Jones & Bartlett Learning

www.learningfromourpatients.com
Videos

Trailer

www.learningfromourpatients.com/

Case study discussion

- At your table choose one case to discuss
- Answer the case questions
- Prepare to report back
Report back

- Were the cases a helpful way to learn about patient safety events?
- Did the case support the discussion?
- What else did you need to answer the questions?
- Would you be able to use something like this in your setting?

- Based on this case, what are the strategies you could use to engage patients and families in creating meaningful solutions to address medical harm?

Break
### Engagement and Empowerment Strategies

#### An 8-Step Model for Consumer and Community Engagement

Source: The Community Engagement Research Project (CERP): a joint project of the Agency for Clinical Innovation (ACI) and the Australian Institute of Health Innovation (AIHI), the University of New South Wales (UNSW)

### Engagement and empowerment

- 8 step model for consumer and community engagement
  - Aim – focus of the strategy/tool/intervention
  - Type of activity – what is most relevant
  - Participants – who is the target population
  - Preparedness – assessment of education and training for those involved in the activity
  - Engagement methods – depends on the topic and individuals
  - Measurement and evaluation – how you will determine efficacy
  - Barriers – identify and address barriers
  - Facilitators – identify and utilize facilitators
Evaluation

- We need a robust evaluation framework to provide evidence of the efficacy of engagement strategies
- Recent review of consumer engagement strategies revealed
  - Different evaluation frameworks
  - Different measurement strategies
  - Different measurement methods
- There is no clear consensus about the best method for evaluating engagement strategies

  - Source: The Community Engagement Research Project (CERP): a joint project of the Agency for Clinical Innovation (ACI) and the Australian Institute of Health Innovation (AIHI), the University of New South Wales (UNSW)

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Evaluation (continued)

- Suggested methods
  - Surveys – most common
  - Event logs – documentary evidence, more reliable than participant memory
  - Interviews – rich data on participant experience
  - Focus groups – similar to interviews, but in a group setting and allows interaction between group members
  - Observation – of the development process as well as of the use of the tools
  - Document analysis – of the process of patient engagement and empowerment in healthcare

Source: The Community Engagement Research Project (CERP): a joint project of the Agency for Clinical Innovation (ACI) and the Australian Institute of Health Innovation (AIHI), the University of New South Wales (UNSW)
Four phases requiring evaluation:

- Planning – elements that need to be explored during design: aim; type of activity; participants; preparedness; engagement method; measurement method; barriers; and facilitators
- Process – monitoring of the activity on an ongoing basis
- Outcome – assesses aims and objectives that were includes feeling and experiences; and benefits and achievements
- Effect

Source: The Community Engagement Research Project (CERP): a joint project of the Agency for Clinical Innovation (ACI) and the Australian Institute of Health Innovation (AIHI), the University of New South Wales (UNSW)

Patient engagement and empowerment

- Presentation of patient empowerment tools
Creating patient empowerment tools

- Working at your table, create a patient/family empowerment tool for a specific setting (for example, a primary care clinic, an emergency room, an inpatient ward, ICU, etc.)
- What is the aim of the tool?
- What is the setting?
- Who would find this tool most useful?

- What is your evaluation strategy?

Report back
Wrap up and Conclude

Contact us for more information

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