



Nothing About Me Without Me – Applying Citizen Engagement Methods in a Family Health Team

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St. Michael's

Inspired Care.
Inspiring Science.

**Academic Family
Health Team**

Presenter Disclosure

- **Presenters:**

- Tara Kiran, Sam Davie, Peter MacLeod, Madina Rod, Dario Gritti

- **Relationships with commercial interests:**

- Grants/Research Support: none
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- Other: none

Disclosure of Commercial Support

- **Support:**

- This program has received no financial or in-kind commercial support.

- **Potential for conflict(s) of interest:**

- None

Mitigating Potential Bias

- **Not applicable**

Learning Objectives

1. Understand how the St. Michael's Hospital Academic Family Health Team applied citizen engagement methods to engage patients and families in improving FHT services.
2. Learn how to recruit and retain a representative sample of patients and families to partner with on future patient engagement efforts and quality improvement initiatives.
3. Identify aspects of SMHAFHT's approach to patient and family engagement that can be applied to your FHT.

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ENGAGING PATIENTS

Collaborating with patients, families and the public to create a foundation for improving health care quality





Date:

February 4, 2016

Author:

Wendy Glauser, Michelle Stasiuk
& Debra Bournes

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Beyond tokenism: How hospitals are getting more out of patient engagement

The Family Health Team Check-Up was a pilot project to adapt some of the skills and techniques of long-form deliberative processes to create a more enriching and constructive public engagement experience for patients and FHT staff and clinicians.

In February, we invited 36 randomly selected patients to spend a day with us to help us rethink and re-design how we conduct medical appointments with our patients.

From booking an appointment, to arriving in our reception room, to filling out forms, to interacting with your nurse or doctor, to receiving treatment, to follow-up care and instructions...

We sent out two e-invitations to 10,000 active patients...

And 355 of them volunteered!

We then randomly selected 36 representative participants based on several criteria...

Participant demographics

Self Identified Gender

17 Women
17 Men
01 Trans Male-to-Female
01 Trans Female-to-Male

Age

05 18-29 year olds
12 30-44
13 45-64
06 65+

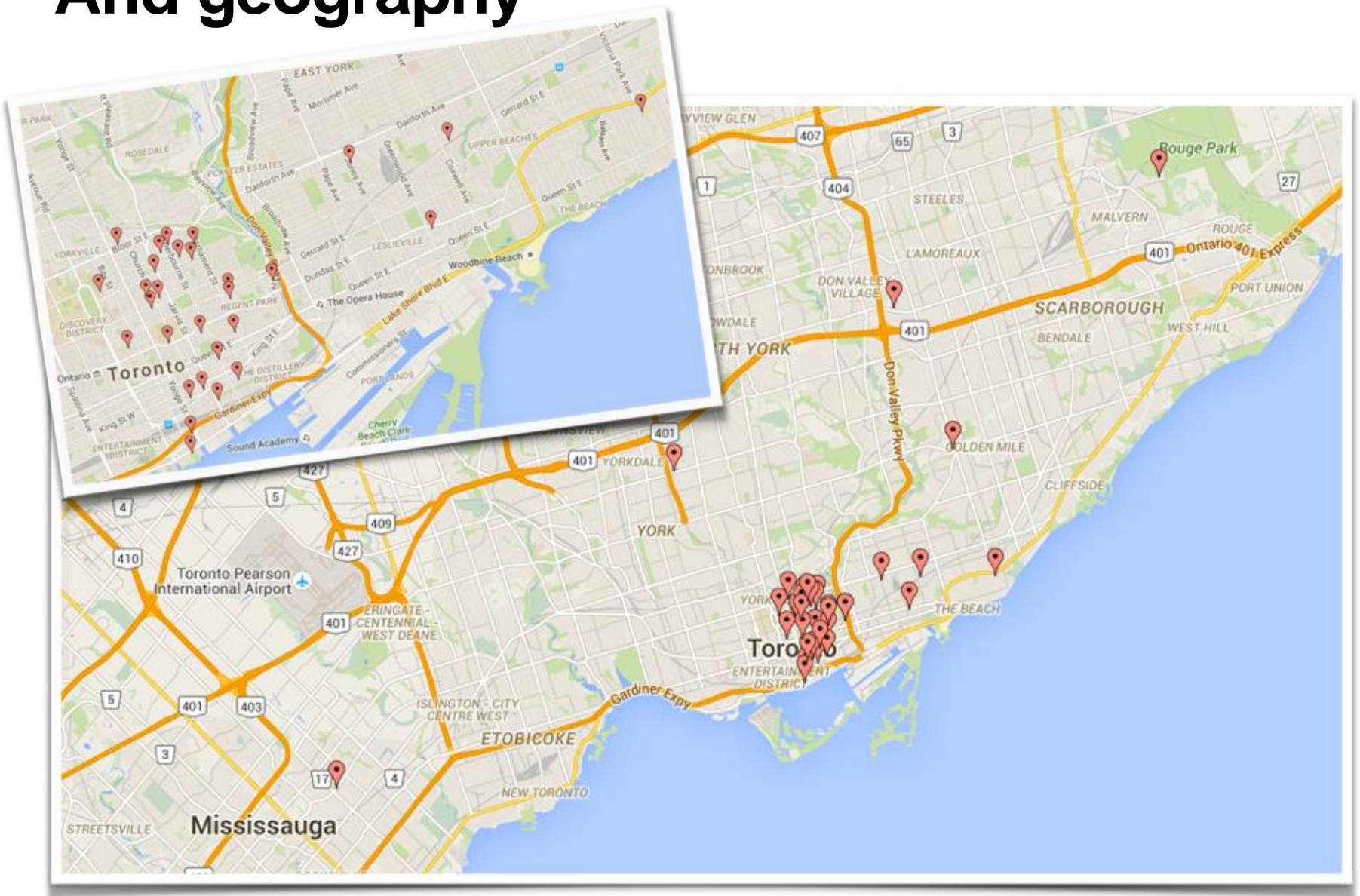
Health Status

05 Excellent
15 Very Good
13 Good
03 Fair

Housing Status

16 I rent my home
05 I live in supportive housing
13 I own my home
02 Other

And geography





Saturday's Agenda

8:00 Coffee and registration

9:00 Welcome by moderator and explanation of the day

9:15 Participant introductions and values

9:45 Understanding the FHT: What we do and who we serve

10:30 Break

10:45 The view from here: Moderated panel discussion with staff and clinicians

11:15 Small group discussion: Identifying issues and friction points with medical appointments using templates

12:00 Lunch (Issues collation on plenary wall)

12:30 New small working groups to tackle issues and create recommendations using templates

2:00 Plenary report out for comment

2:15 Break

2:30 Final revisions to recommendations

3:30 Final report out

3:50 Appreciation and response from FHT

4:00 Adjourn

What makes for a great appointment?

Timeliness, Convenience & Availability

Feeling comfortable: “They’ve seen everything”

Conversational & Responsive

Access to Info

Clarity: Thorough, Complete & Knows my body

The view from here:

**Dr. Karen Weyman, Chief of Family Medicine
at St. Michael's (61 Queen)**

Dr. Esther Ernst, 2nd year resident physician (St. Lawrence)

Cathy Wilson, Registered Nurse (St. Lawrence)

Amy McDougall, Clerical Assistant (St. James Town)

Melinda Glassford, Registered Dietitian

Melinda Glassford, Registered Dietitian



Working together they examined the different elements of a typical FHT appointment

1

Booking an appointment

2

Registering and waiting for your appointment

3

Your appointment with your health care provider

4

Referrals for tests and specialists

5

Following up on test results

6

Communicating with the clinic between appointments



Define the issue

Describe the implications

Identify the actors

Propose recommendations

CIBC HALL

Report back



1. Building an opportunity
2. Identifying and defining the opportunity
3. The business model and revenue streams
4. Marketing and sales strategy
5. Financial projections
6. The pitch and the ask

Report back



What did our patients say?

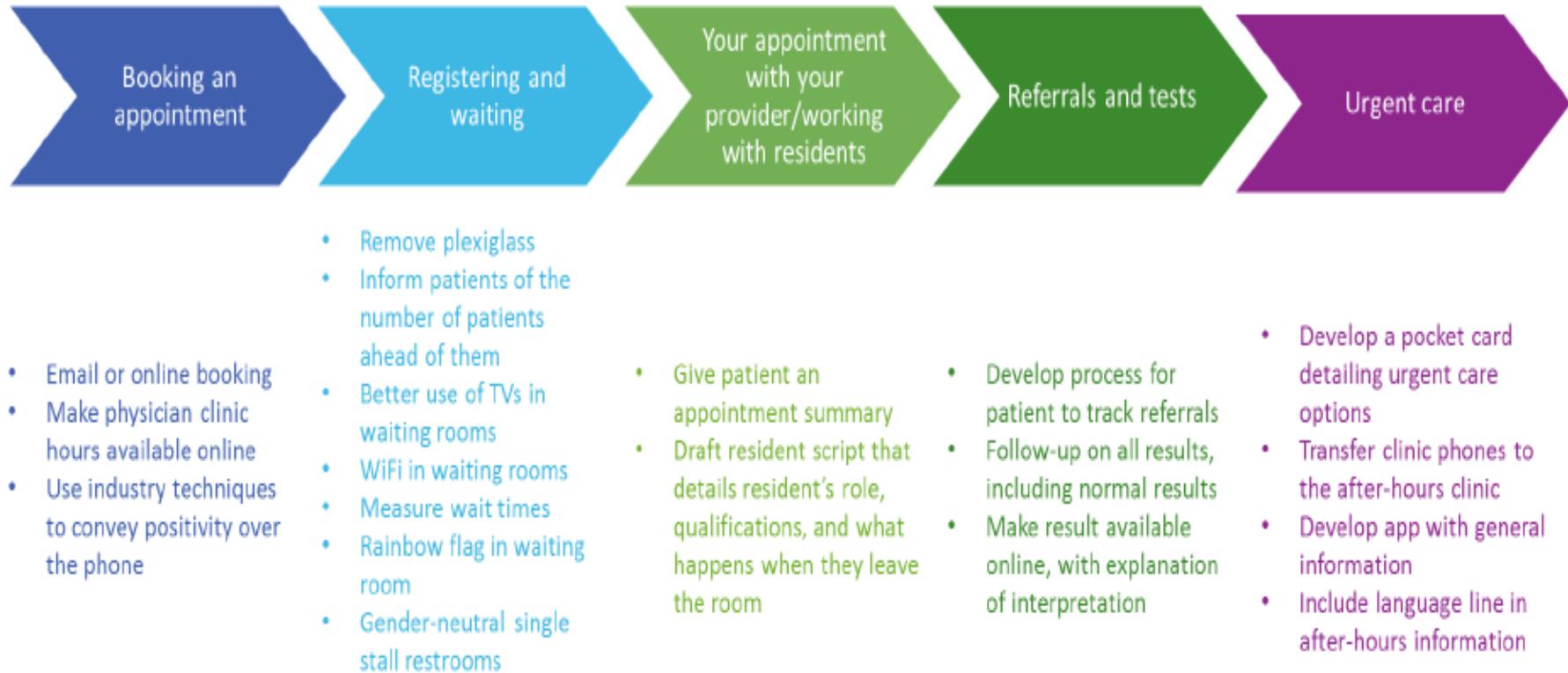
“I'm pleased with the genuine desire of St. Mike's staff to improve [their] already outstanding services”

I want to thank all staff at the Family Health Team for taking such good care of me throughout numerous health issues. We've given recommendations to make the care even better, but you are already doing a fantastic job!*

The team provided great care when I was a new Canadian, and I want to learn more about the services you offer and give some advice on how you can share these services with other new Canadians*

*These remarks are paraphrased

Recommendations



What did our patients really think?

**How did everything go?
What impact did the day have?**

Evaluation Plan

Was the group representative?

- Evaluation form

Did the group enjoy the day and feel valued?

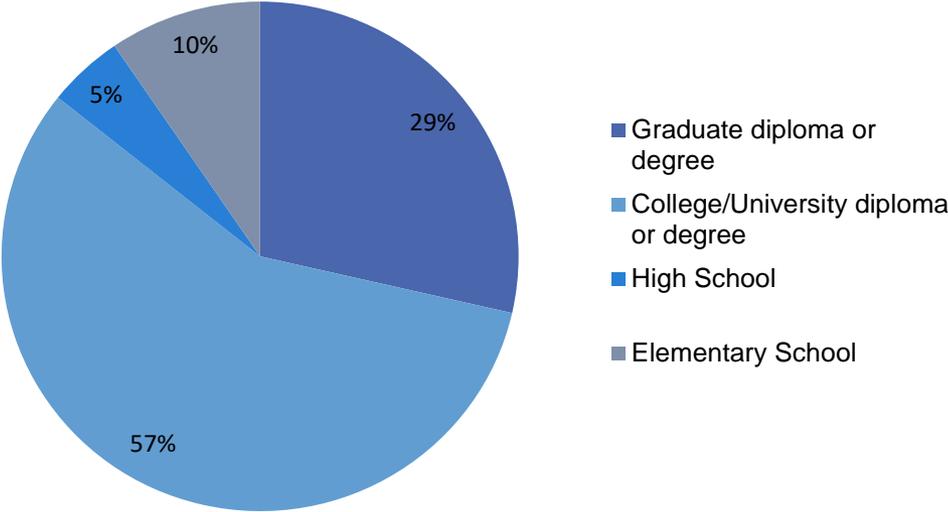
- Evaluation form
- Qualitative interviews

What changed?

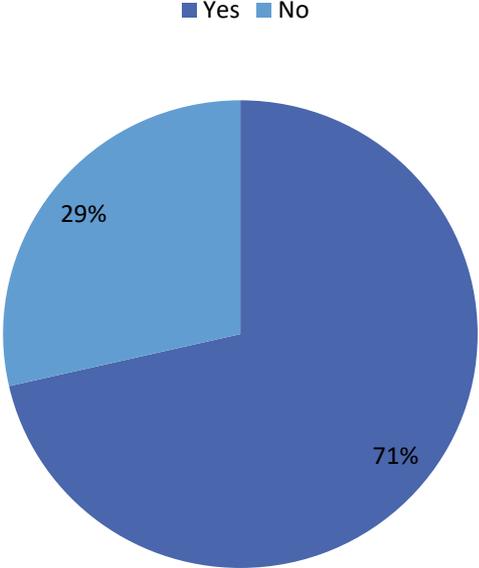
- Operational changes
- Cultural changes

Was the group representative?

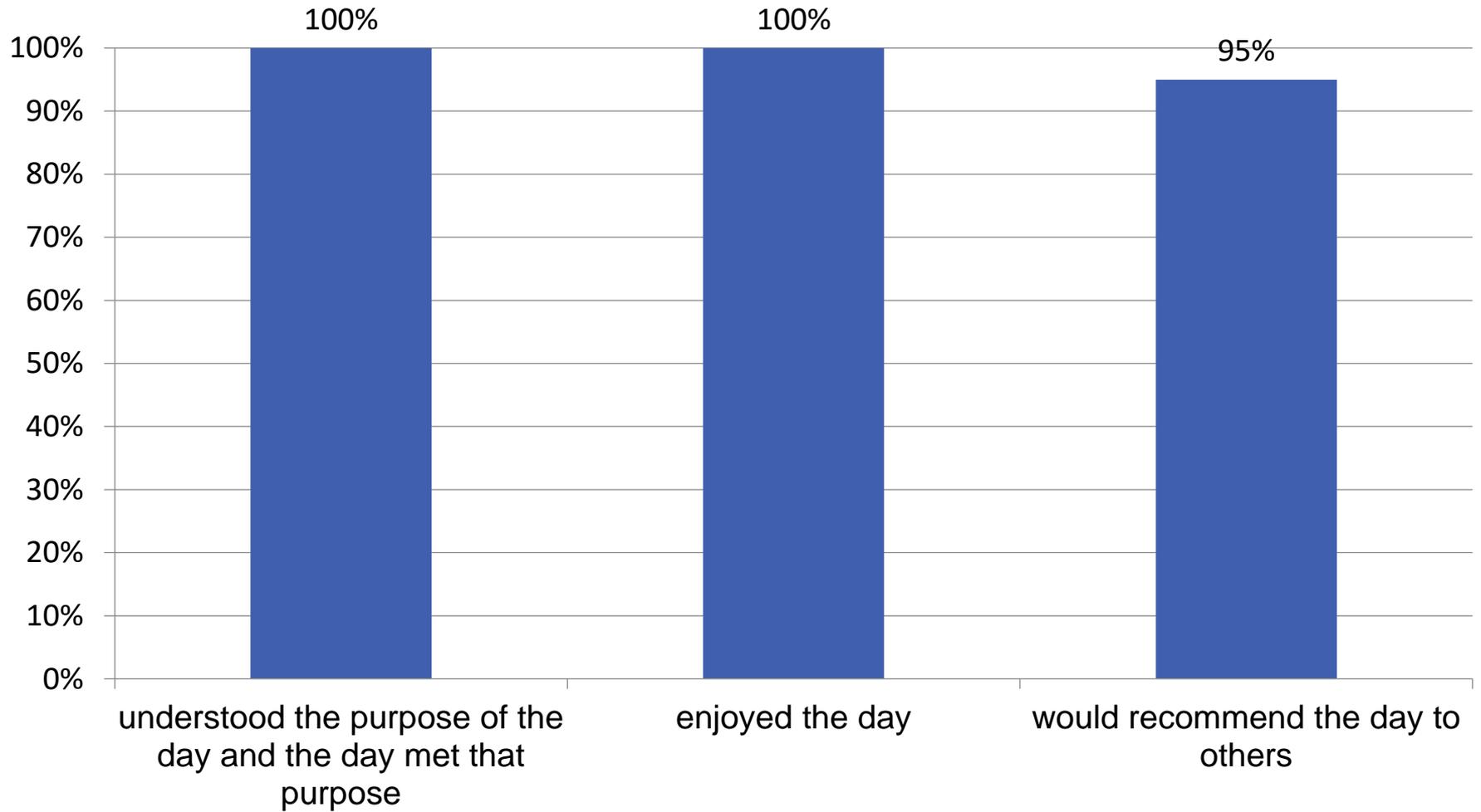
Highest Level of Education



Born in Canada



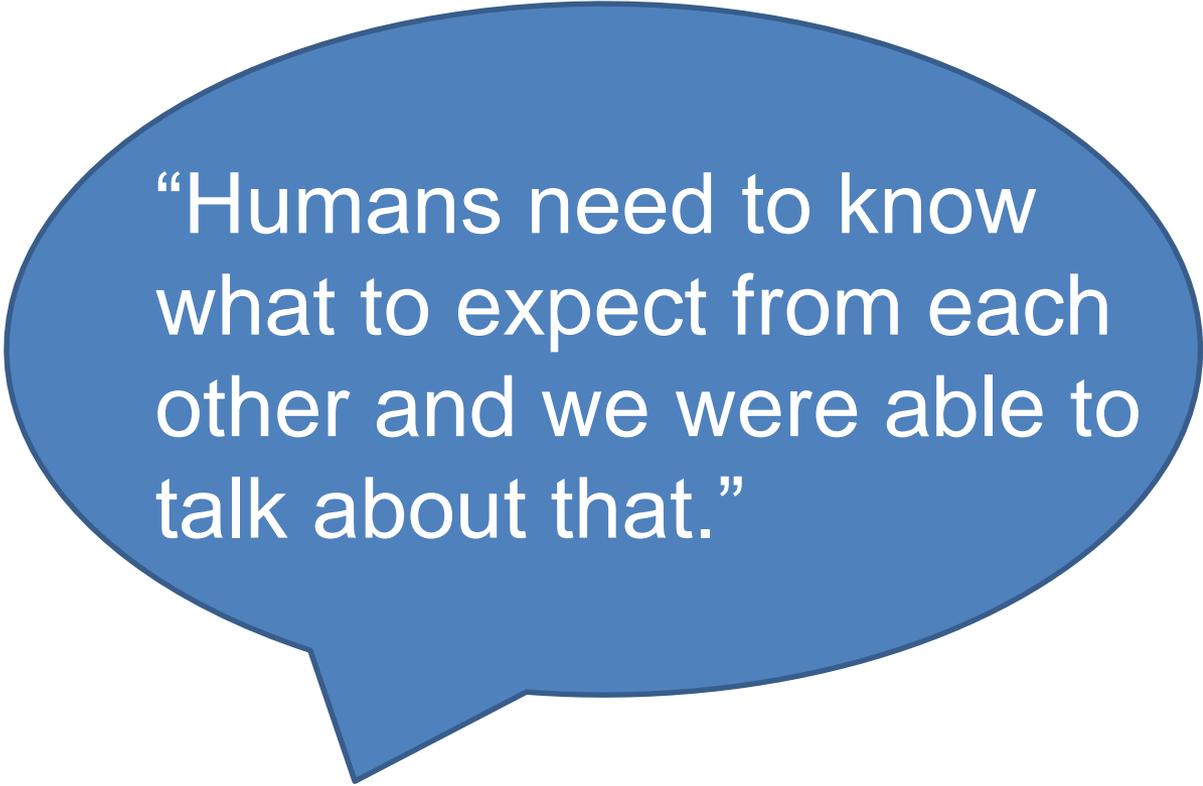
% of surveyed patients who reported that they...



Setting the Stage

“...today made the doctors and nurses seem more human to us...they don't have magic power but I feel they are hearing our voices”

Storytelling



“Humans need to know what to expect from each other and we were able to talk about that.”

Reframing the patient role



“I felt like an equally contributing member of the group.”

What we're doing differently

- Clarifying resident roles
- Removing some of the plexiglass
- WiFi!
- Transferring clinic lines to after-hours services
- Making our waiting rooms more inclusive

Cultural changes

Update to All
FHT Staff –
with patients!



Patient Pool –
ready to be
more involved!



**LOTS of staff
energy!**

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- Jacqueline Chen
- Courtney Ruddy
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- The patients!

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