



# Insights

on Patient Engagement from  
the 2017/18 QIPs

Each year, organizations across Ontario submit an annual Quality Improvement Plan (QIP). Part of the plan includes reporting how patients and residents are engaged in quality improvement work. This report provides a snapshot of what organizations told us they were doing to engage their patients, as described in their 2017/18 QIPs.

**Health Quality  
Ontario**

*Let's make our health system healthier*

# Q Key Findings

Engaging patients in the quality improvement process enables them to be active participants in improving the health care system and supports the transition to truly patient-centred care. Organizations that are using patient and family engagement to drive quality improvement often use multiple engagement methods (as shown in Figure 1). Meaningful engagement can take many forms, from sharing (e.g., using surveys) to consulting and deliberating (e.g., through advisory councils) to collaborating (e.g., co-designing initiatives).

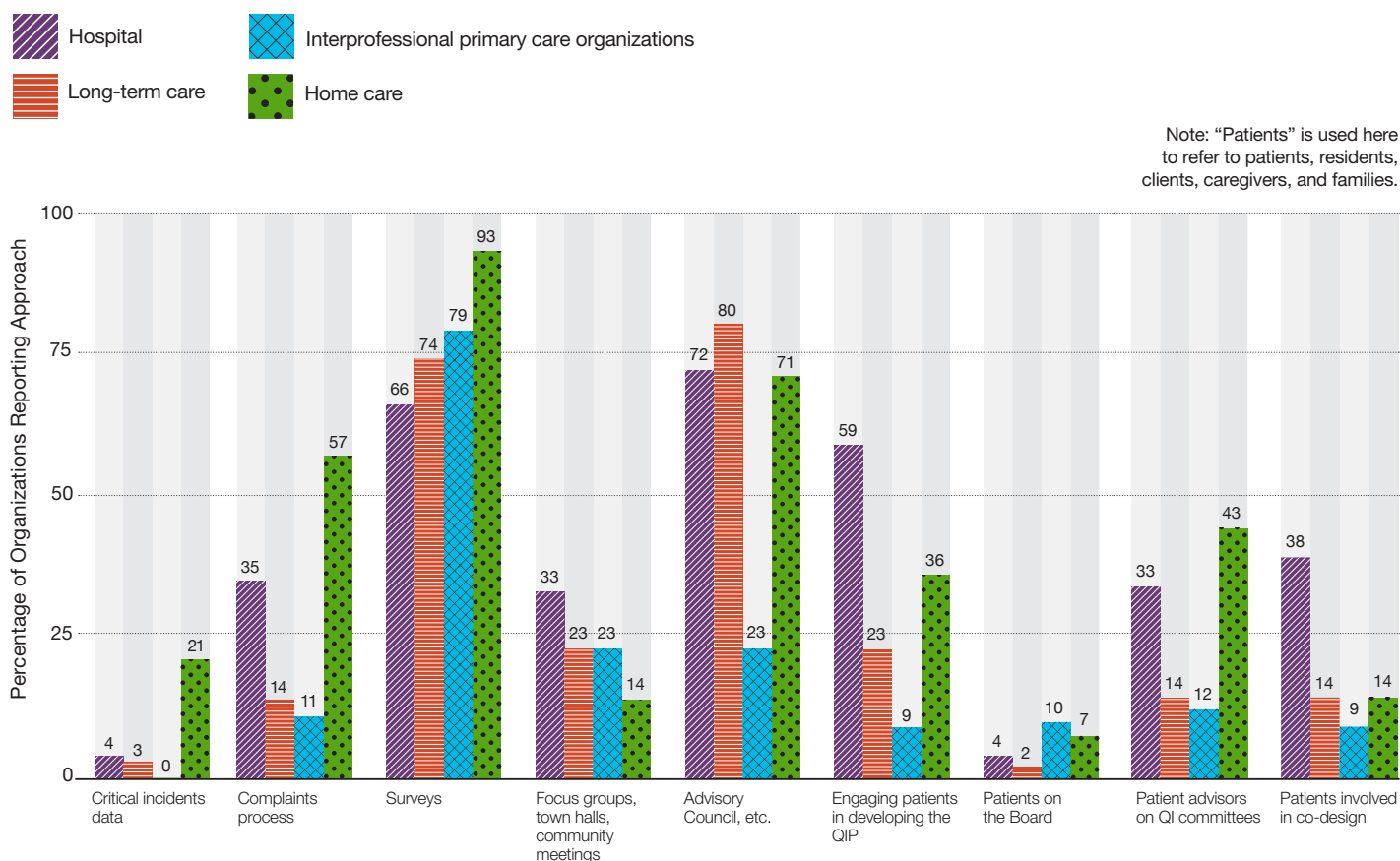
Figure 1 shows the patient engagement methods described by organizations in their 2017/18 QIPs. All four sectors used diverse methods to engage patients in quality improvement, but the two most common methods were surveys and advisory councils. There are opportunities to learn from some strong examples described in the 2017/18 QIPs as we continue to strive to engage patients in new and appropriate ways.



One thing that has changed as a result of engagement is that residents are more empowered to bring up any issues...It has also created a culture change where staff are more aware and mindful of their actions. It's created better communication and dialogue between staff and residents.

— A staff member at Cambridge Country Manor Long-Term Care Home

**Figure 1. Methods of engaging patients described in the 2017/18 QIP Narratives**



**Hospitals** reported using many different engagement approaches, with 91% reporting that they have engaged patients using a variety of methods.

**Long-term care** uses creative approaches such as shadowing, fireside chats, and interviews to engage fragile residents and busy caregivers.

**Some primary care organizations** found focus groups, town halls, and community meetings to be a better fit than councils.

**Home care** reported using many methods to engage, and used complaints and critical incidents data to drive improvement priorities more than other sectors.

We reached out to four organizations that included stand-out examples of how they have engaged patients in their QIPs. These spotlight stories are featured on Quorum, Ontario's online quality improvement community.

**Click on the examples** below or visit [quorum.hqontario.ca](http://quorum.hqontario.ca) to learn more about how these organizations are engaging patients to improve care.



## Centre for Addiction and Mental Health

Peer support workers reach out to learn what matters to patients

**Project:** Closed Loop Medication System



## Cambridge Country Manor

Engaging with residents about the Residents' Bill of Rights

**Project:** The "Through our Eyes" pilot



## Canadian Mental Health Association Durham NPLC

Reaching out to patients with complex needs to focus care on what really matters

**Project:** Practice profile assessment



## North Simcoe Muskoka LHIN Home and Community Care Services

Engaging with caregivers and families to better understand the palliative/end-of-life care journey

**Project:** Survey and outreach interviews

## Ontario's Patient Engagement Framework **Can Help You**

**1 Learn** about the principles, practices, and opportunities to engage in every domain of care

**2 Assess** your organization or community's engagement activity

**3 Plan** in a purposeful, integrated way, informed by best practice

For more information on the framework, visit [www.hqontario.ca/Engaging-Patients/Patient-Engagement-Framework](http://www.hqontario.ca/Engaging-Patients/Patient-Engagement-Framework)

### THE STRATEGIC GOAL

A strong culture of patient, caregiver and public engagement to support high quality health care

### THE GUIDING PRINCIPLES

Partnership

Transparency

Learning

Responsiveness

Empowerment

Respect

### ACROSS THESE DOMAINS

Personal care and health decisions

Program and service design

Policy, strategy and governance

### ACROSS A SPECTRUM OF ENGAGEMENT APPROACHES

Share



Provide easy-to-understand health information

Consult



Get feedback on a health issue (e.g., policy or decision)

Deliberate



Discuss an issue and explore solutions

Collaborate



Partner to address an issue and apply solutions

### ENABLED BY:

A culture of continuous quality improvement

Access to easy-to-understand health information

Commitment to health equity and cultural competence

Rigorous research and evaluation

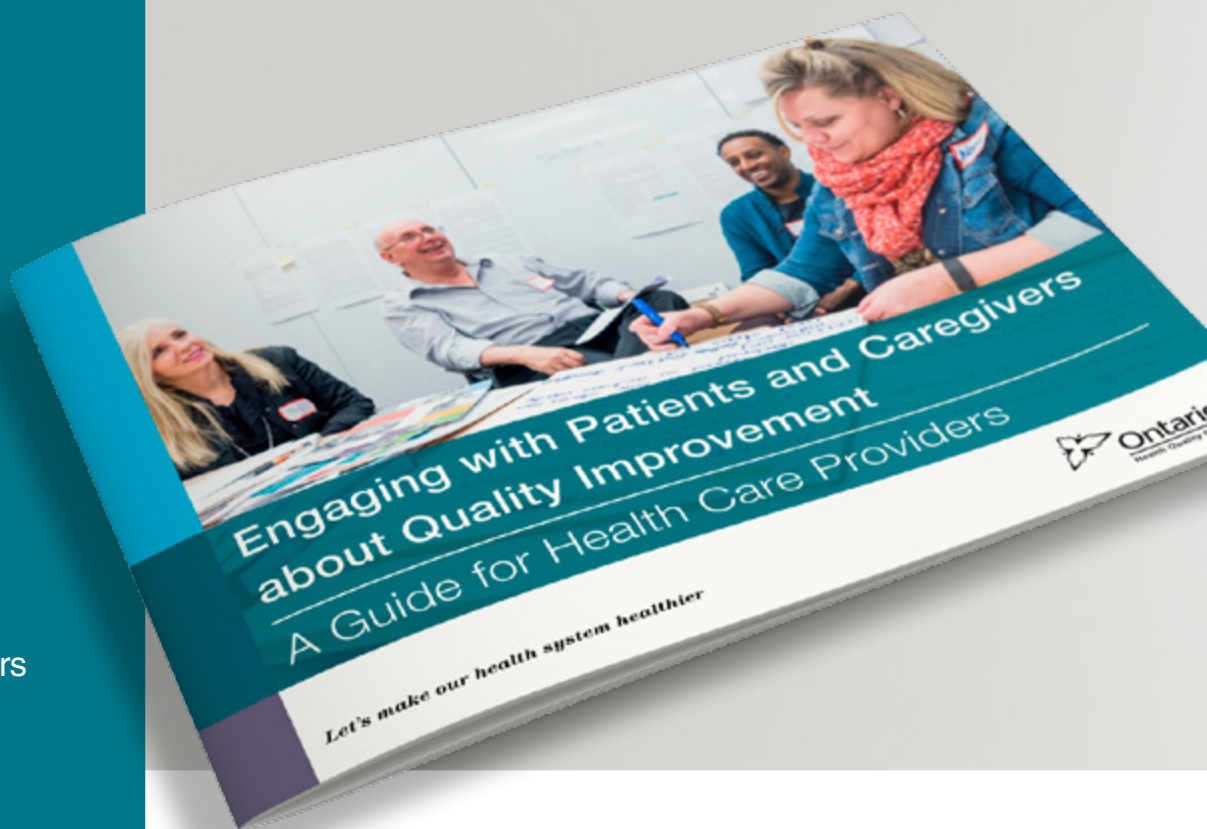




## Tools and Resources for Patient Engagement

**Learn more** about the many ways you can engage with patients and caregivers by visiting Health Quality Ontario's Patient Engagement Resource Hub:

[www.hqontario.ca/Engaging-Patients/Patient-Engagement-Tools-and-Resources](http://www.hqontario.ca/Engaging-Patients/Patient-Engagement-Tools-and-Resources)



**Browse content** related to patient engagement in the QIPs using Query QIPs:  
[www.qipnavigator.hqontario.ca/QIPReports/Reports.aspx](http://www.qipnavigator.hqontario.ca/QIPReports/Reports.aspx)

**Meaningful engagement makes a difference – for your organization and for the people you care for every day.**

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