

RESULTS

Growing a Provincial Network of Patient & Family Engagement for Better Kidney Care

Provincial Health Services Authority

Chiu HHL¹, McCann D¹, Lee B¹, Bennett L¹, Spensley R¹, Freeborn G¹ on behalf of the BC Renal Patient & Family Engagement Advisory Committee

¹BC Renal, British Columbia, CANADA

INTRODUCTION

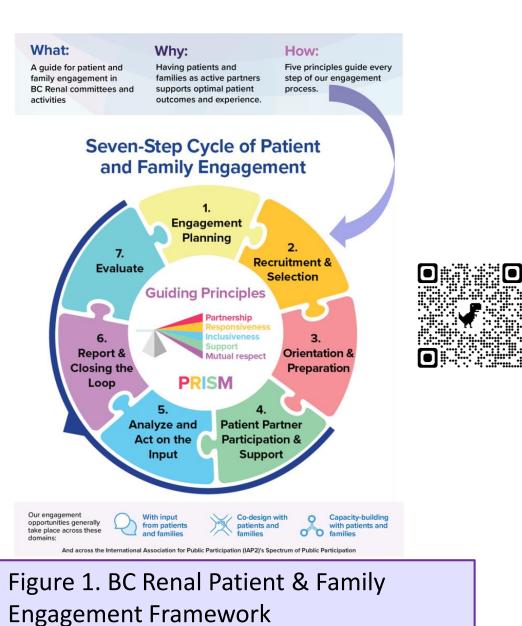
- Putting patients at the forefront of decision making about their care is key to achieving a health system that is responsive to patients, and improves patient outcomes.
- Patient and family engagement at the individual care, program and system levels ensures 'true' person- and family-centred care.
- However, few practical resources for purposeful engagement exist.

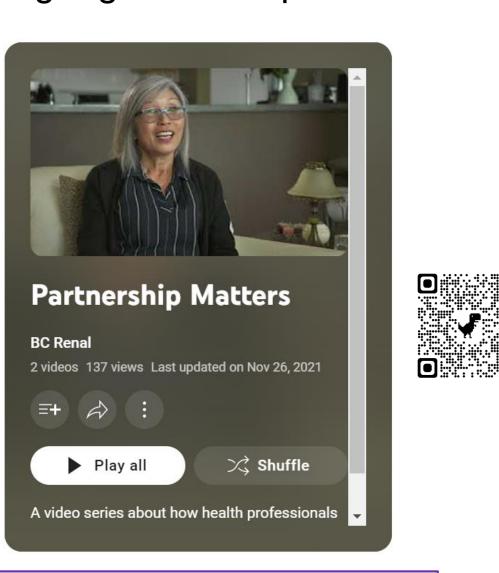
AIM

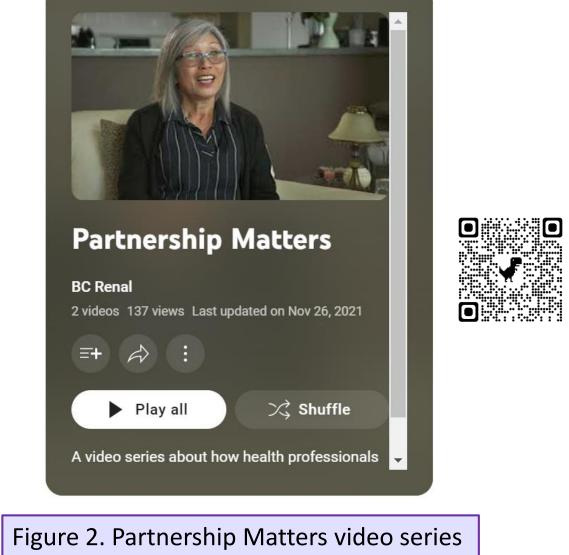
To formalize and enable meaningful engagement in support of better person- and family-centered kidney care in BC Renal.

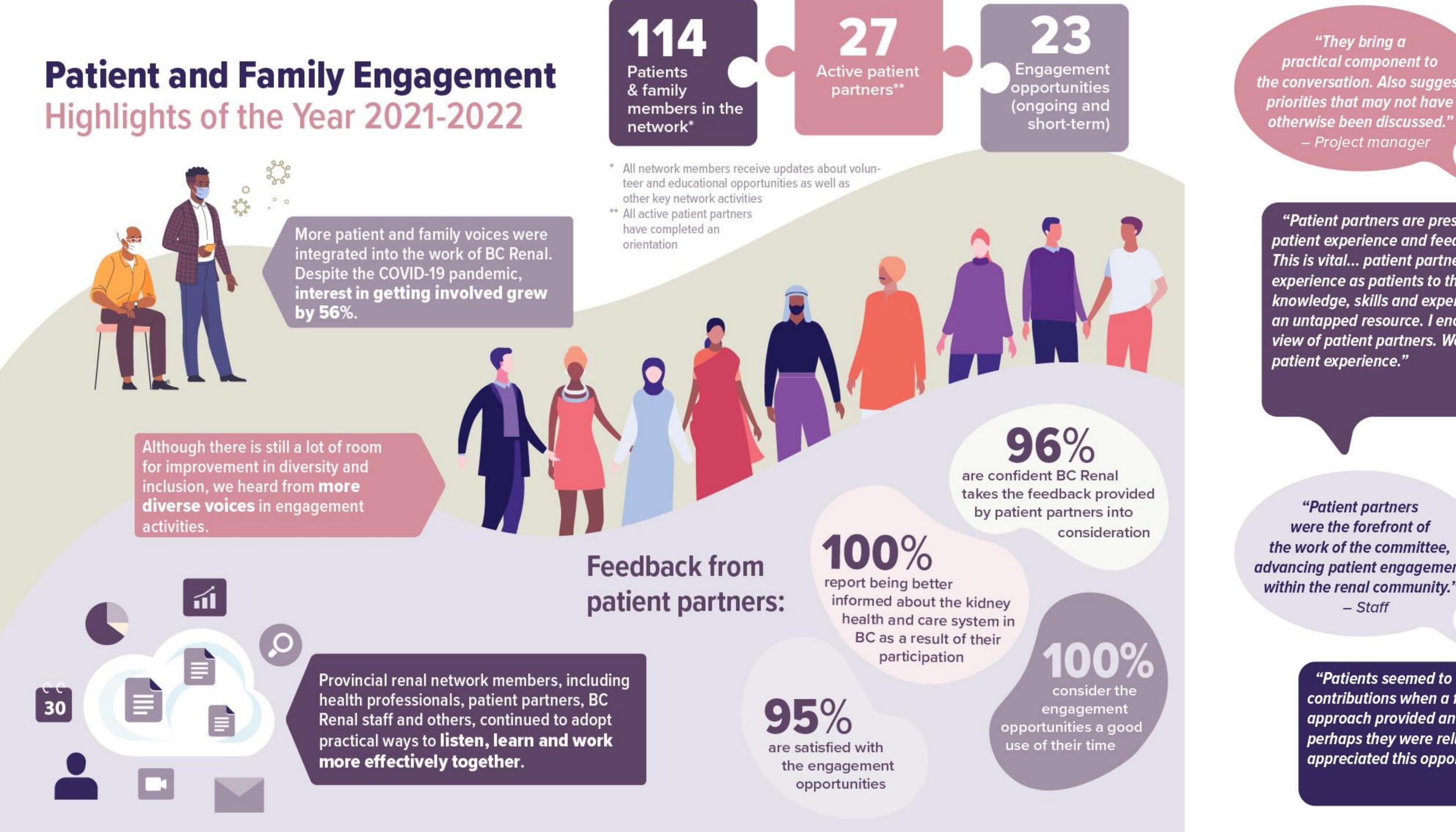
METHOD

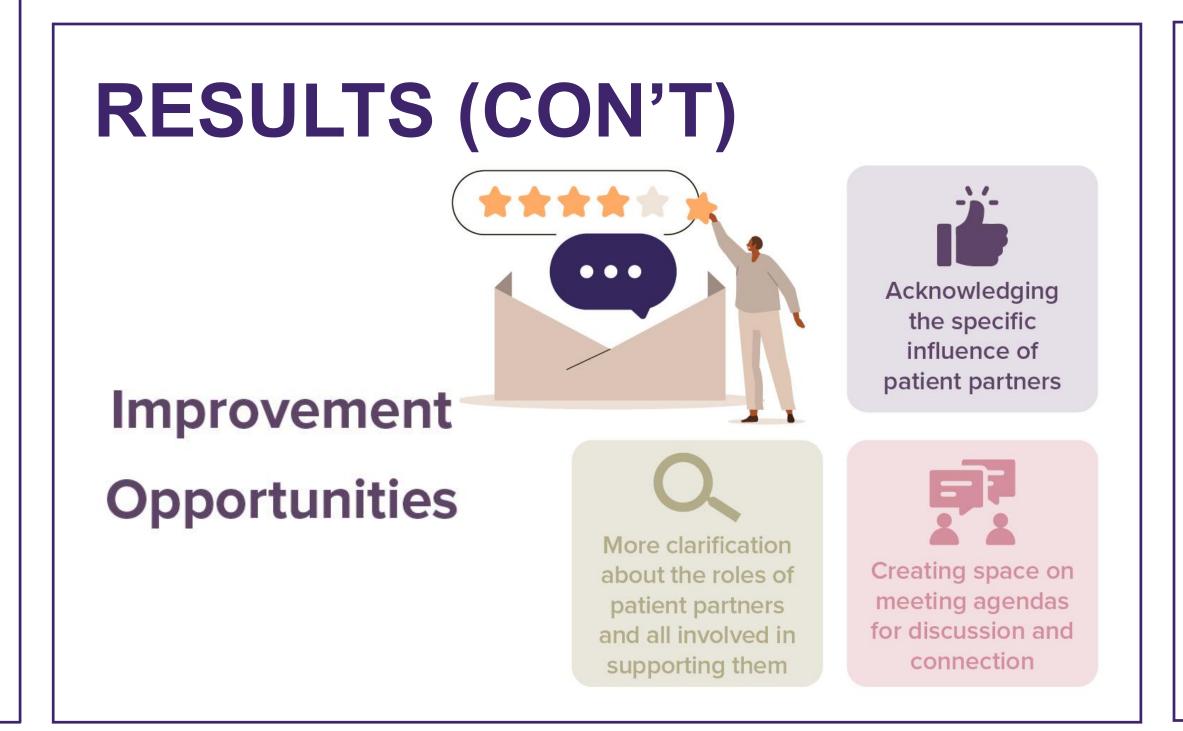
- Since 2019, BC Renal developed and implemented a patient and family engagement framework.
- The BC Renal Patient and Family Engagement Advisory Committee (patient partners and health professionals from all regional health authorities) directs the outreach, resource development, and evaluation of patient and family engagement in BC Renal.
- Metrics and surveys of patient partners, committee chairs, and support personnel are monitored annually to capture the experience of working together.
- A video series featuring committee chairs and patient partners sharing their stories of working together are produced.











CONCLUSIONS

- Meaningful and impactful engagement at BC Renal has been made possible through alignment with various operational and strategic activities, along with the application of the patient and family engagement framework.
- Health professionals, staff, patient partners and other partners continue to work together collegially to advance culture change in kidney care provincially.
- Next steps include further efforts to communicate the difference patient partners make to various BC Renal initiatives, sharing specific resources to support engagement, and enhancing diversity of hardly reached patients (e.g. Indigenous and other ethnic communities).
- Together with other influences, the BC Renal effort is inspiring more patient voices to be involved in the broader kidney care and research community beyond BC Renal.

priorities that may not have otherwise been discussed.' – Project manage

"My view point has at times changed the committee's direction or the way they view their process." – Patient partner

"Patient partners are present to ensure that patient experience and feedback are incorporated. This is vital... patient partners bring more than their xperience as patients to the table. There are other knowledge, skills and experiences, that are present an untapped resource. I encourage a more holistic view of patient partners. We are more than our renal patient experience." – Patient partne

purpose. I feel valued and hope to be involved for many years to come." - Patient partner

"It gives me

"Patient partners were the forefront of the work of the committee, advancing patient engagement within the renal community."

'I believe that my involvement in this project will help patients anage their symptoms and eelings to help patients <further nderstand their treatments and verall wellness."

– Patient partne

"Patients seemed to feel more confident regarding their roles and contributions when a follow- up 'debrief' meeting took place. This approach provided an additional forum for them to ask questions perhaps they were reluctant to ask in the larger group; they appreciated this opportunity to provide honest feedback." Committee chair

ACKNOWLEDGEMENTS

We are honored to work together on the traditional territories of the First Nations, Métis, and the Inuit Peoples of the land now known as BC. This work is made possible and funded by BC Renal. We would like to thank Stacey Richardson for design assistance.













CONTACT INFORMATION

E-mail: hchiu@bcrenal.ca | Tel: 604.802.8400.