Developing programmes for patient and family engagement - Canadian experience

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Coming Together

- Over a few years evolved from a group of people that shared a vision, to a community united by the London Declaration, to Patients for Patient Safety Canada

- Pan-Canadian organization, committed to patient engagement, facilitates and provides initial and ongoing support

GAIA ORION
Our Journey | Notre voyage

HeART of HealthCARE (healthcareexcellence.ca)

2005
WHO London Declaration

2006
Vancouver In-country Meeting

2007
Winnipeg In-country Meeting
United by a vision and pledge for partnership

LONDON DECLARATION

Patients for Patient Safety
WHO Patient Safety

We, Patients for Patient Safety, service a different world in which healthcare errors are not harming people. We are partners in the effort to prevent all avoidable harm in healthcare. Risk and uncertainty are constant companions. We come together in dialogue, participating in care arts providers. We seek our strength as an alliance for care without harm in the developing as well as the developed world.

We are committed to spread the moral cause patient to person, town to town, country to country. There is right to safe healthcare and we will not let the current culture of error and denial continue. We call for honesty, openness and transparency. We will make the evolution of healthcare consensus a basic human right that precedes life around the world.

We, Patients for Patient Safety, will be the voice for all people, but especially those who are now unheard. Together as partners, we will collaborate to

- Develop and promote programs for patient safety and patient empowerment.
- Develop and enhance constructive dialogue with all partners concerned with patient safety.
- Establishing patterns for replicating and sharing with healthcare systems on a global basis.
- Design and implement strategies for dealing with healthcare harm of all kinds and promoting these practices throughout the world.

In honor of those who have died those left disabled, our loved ones today and the world’s children yet to be born, we will strive for excellence, so that all involved in healthcare care as safely as possible as soon as possible. This is our pledge of partnership.

March 29, 2008

Every patient safe  La sécurité pour tous les patients

www.patientsforpatientsafety.ca  |  www.securitepatients.ca
How our partnership works

• We focus on improving patient safety at all system levels

• Patient-led internal structures and processes for membership recruitment, orientation and engagement

• Strategic goal development based on what matters to patients and aligning them with the organization
Achieving Through Partnership

Demonstrating value = sustainability

• **Results** - evaluate & communicate to internal and external stakeholders via reports, awards, publications, conferences, events.

• **Reputation** – recognized as the trusted community of patient partners.
  – Repeat and new requests to engage
  – Relationships – strengthen and build new

• **Recognition** - by WHO, PFPS Global Network, Canadian (Federal), Provincial and Territorial leaders, other partners.

Rates of harm still unacceptable high!
Engaging with government

• Our asks:
  – Do no harm (prevention and learning through reporting)
  – Prevent further harm (disclosure and support after harm)
  – Engagement of patients

• Our reach:
  – Ottawa – Members of Parliament
  – Provincial roundtables
  – Individual 1:1 conversations as constituents
  – Successes

Patients Engaging Government: A guide for patient partners to advance patient safety (patientsafetyinstitute.ca)
Medication safety projects - examples

• At the point of care
  – 5 questions to ask
  – Oxytocin safety

• At system level
  – Vanessa’s law (protecting Canadians from unsafe drugs act)
  – Mederror.ca – consumer reporting system
  – Improving Labelling of non-prescription medications

• Partnerships
  – Medication Safety Coalition
  – CMIRPS Coordinating Group
  – Patient Alliance for Patient Safety
Thank you

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