

Let's Get Real: Patient Partnership to Advance Integrated Care

#integratedcare




Let's Get Real:

Patient Partnership to Advance Integrated Care



Helene Campbell


Patient Partner

 @alungstory



Heather Thiessen


Patient Partner

 @HeatherPina44



Jacqui Browne


Patient and Disability
Advocate Partner

 @abrihouse



Leslee J. Thompson

CEO, Accreditation Canada
and Health Standards
Organization

 @Leslee_Thompson



Mario di Carlo

Patient Partner

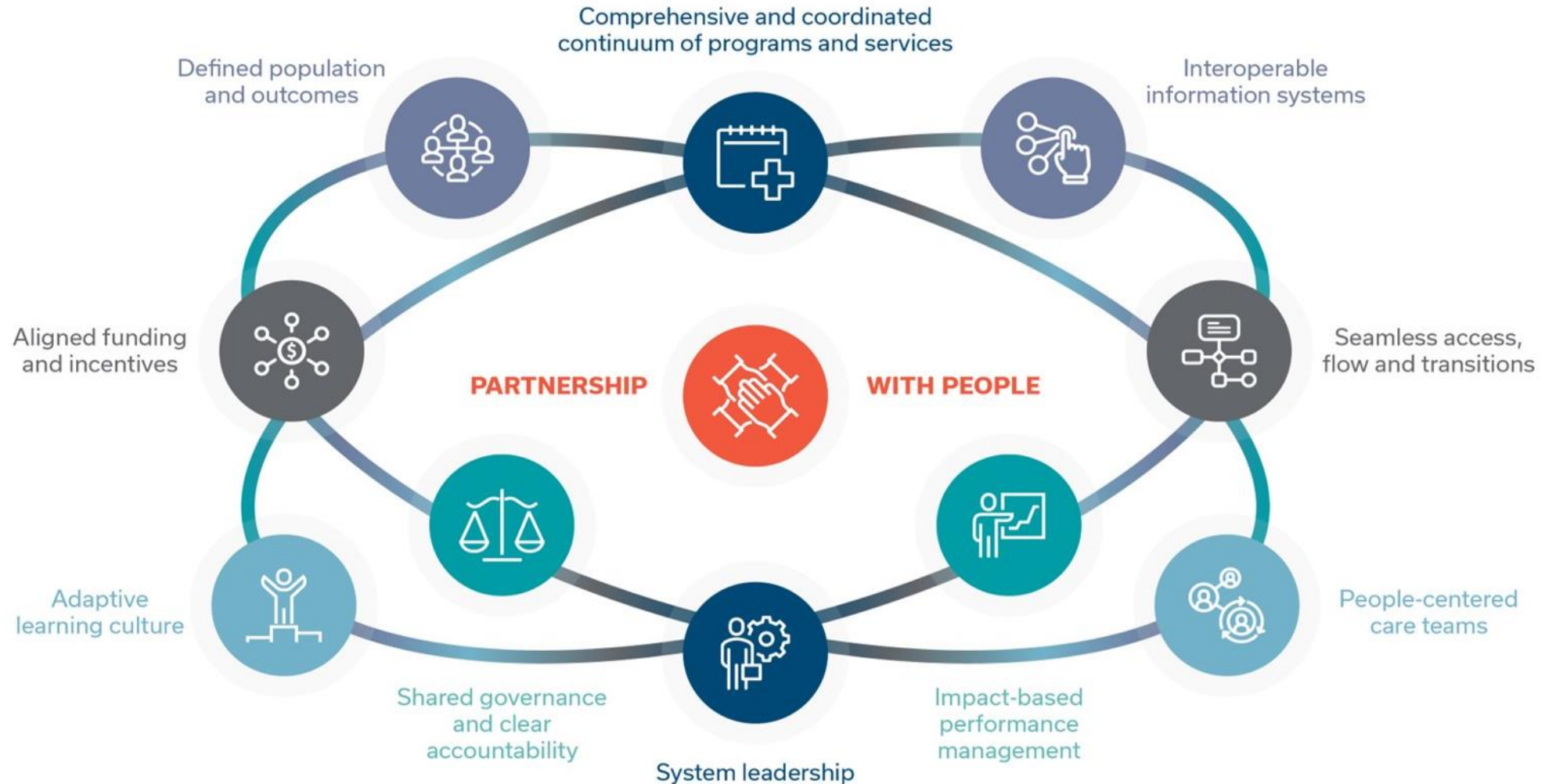


**ACCREDITATION
CANADA**



10 Design Principles for Integrated Care

CAN/HSO 76000:2021 Integrated People-Centred Health Systems Standard (IPCHS)



10 Design Principles for Integrated Care

Partnership with People



1. Define Population Needs and Outcomes

Needs assessments. Partner with people and communities. Identify outcomes.



2. Coordinate Comprehensive Continuum of Programs and Services

Collaborate. Co-design. Coordinate care and services within and across health systems to meet achieve outcomes.



3. Seamless Access, Flow and Transitions

Improve experience. Enhance primary care. Safe transitions. Ensure services are timely, equitable, and physically, emotionally, economically, and culturally accessible.



4. Enable and Support People-Centred Care Teams

Include people and communities as members of team, ensure competencies to deliver team-based care and services.



5. Develop and Strengthen System Leadership

Collaborate on vision, establish an evidence-informed leadership model, develop skills.



10 Design Principles for Integrated Care

Partnership with People



6. Establish Shared Governance and Clear Accountabilities

Include people and communities, and relevant sectors, in shared governance structures. Formalize accountabilities.



7. Align Funding and Incentives

Implement and evaluate payments, financial and non-financial incentives, rewards. Share responsibility for financial sustainability. Value based health care approach.



8. Implement Interoperable Information Systems

Interconnected and inter-operable digital/ IT environments. Shared data and information governance framework. Develop and maintain the policies, procedures, and infrastructure required throughout the information lifecycle.



9. Measure and Manage Performance Based on Impact

Outcome-oriented performance framework. Implement continuous quality improvement activities and initiatives.



10. Embed Dynamic, Adaptive Learning Culture

Share innovation from the top down and bottom up, encourage learning and knowledge translation.



Over to you: poll



Discussion #1

What did you have to overcome to feel able to meaningfully engage as patient partner?



Discussion #2

What are some examples you can share about building trust?

About creating safer spaces for patient and family partnership?



Discussion #3

How can patient and family advisors continue to partner to advance integrated care systems?





Questions? Reflections?



Over to you: poll




“If there’s one thing I hope you take from this conversation...”



Helene Campbell

Patient Partner

 @alungstory



Heather Thiessen


Patient Partner

 @HeatherPina44



Jacqui Browne


Patient and Disability
Advocate Partner

 @abrihouse



Leslee J. Thompson

CEO, Accreditation Canada
and Health Standards
Organization

 @Leslee_Thompson



Mario di Carlo

Patient Partner



**ACCREDITATION
CANADA**

