

The Future of Patient Engagement

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Overview

Patient engagement is defined as the active participation of patients in healthcare quality improvement, evaluation, and research, to contribute their lived experiences. Patient Voices Network is an organization that supports patient engagement through building collaborative partnerships between healthcare and patient partners to improve the quality and delivery of health services. Patient engagement is an essential component of the healthcare system as it enables patient empowerment, shared decision making, and a greater focus towards patient-centered care. The purpose of our project is to evaluate the effectiveness of Patient Voices Network by identifying and analyzing facilitators and barriers to effective engagement.

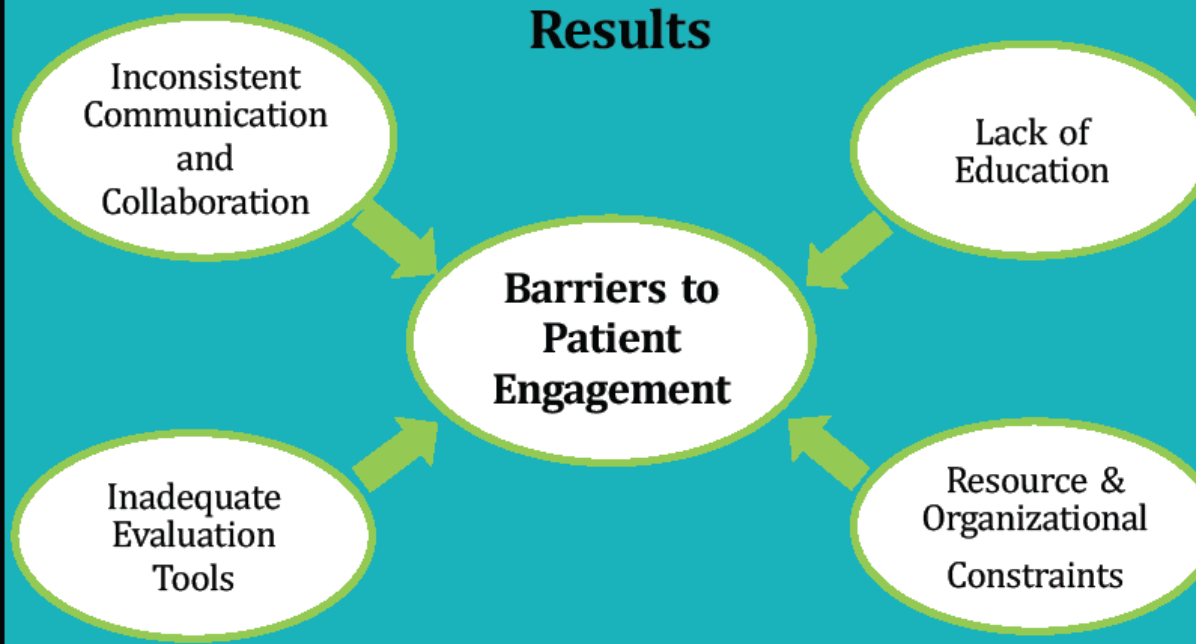
Research Question

What are the benefits and barriers to patient engagement and how do these influence patient-centered care?

Methods and Materials

1. A review of the literature to evaluate current patient engagement programs on an national and international spectrum
2. Distributed mixed-method surveys to Patient and Health Care Partners to elicit their experience of patient engagement
3. A Face-to-Face interview with a local patient partner to gather in-depth data regarding their personal engagement experience

Results



Recommendations

Overall Goal: To shift the culture of the healthcare system to promote co-design, co-creation, and empowerment for both patients and healthcare professionals.

Objectives:

1. Collaboratively identify the expectations, roles, and responsibilities for patient engagement opportunities.
2. Increase availability of engagement opportunities on a local level to reduce patient partner resource constraints.
3. Enhance orientation for patient partners and healthcare partners to improve readiness to participate and increase individual empowerment.
4. Develop strategies to reduce communication barriers within engagement opportunities.

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