



## **PACE Exchange Scenario Four: Are you hearing me?**

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*I've been invited to sit on my local hospital's quality committee, I'm on the committee with several physicians, frontline clinicians, managers and a senior leaders. I'm not feeling my voice is heard and the hospital doesn't know how to implement my feedback.*

**Challenge: What steps should I take to ensure that the voice of the patient and family is heard and that actions can be taken to address my feedback?**

<p><b>1. Discuss the case in you group and identify the issue. The client feels that their voice is not being heard and that the hospital doesn't know how to implement their feedback.</b></p>		
<p><b>2. If we could improve the situation, what specifically would be like to improve? For the client to think and feel that they have been heard and that their feedback was meaningful and would lead to improvements at the hospital.</b></p> <ul style="list-style-type: none"> <li>• Engage with the person who asked you to be on the committee</li> <li>• Need Terms of Reference to define role of the committee and members</li> <li>• Go to Sr person who has a view on the committee and its role</li> <li>• Make sure issues are in writing</li> <li>• Spend time on roles when forming as a group in the beginning</li> <li>• Involve HQO on the need for CFCC in quality planning</li> </ul>		
<p><b>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</b></p>		
<p><b>3a) Action 1: What you will do?</b></p> <p><b>I am the facilitator of the Quality Committee. I will reach out to the client to check in to see what their experience has been like with the group.</b></p>		
<p><b>When?</b></p> <p><b>After every meeting</b></p>	<p><b>Who engaged?</b></p> <p><b>I will reach out to them.</b></p>	<p><b>How?</b></p> <p><b>I will ask her that to stay back to chat a bit after each meeting for a check in, if that timing works for her.</b></p>
<p><b>3b) Action 2: What you will do?</b></p> <p><b>The facilitator should check in with the whole group to ensure they are clear on the purpose of the meeting and the specific role of the client in providing her voice to our work. Stress that we need to go beyond tokenism and really hear this feedback in order to make improvements.</b></p>		



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<b>When?</b>  <b>This should start every meeting</b>	<b>Who engaged?</b>  <b>The whole committee</b>	<b>How?</b>  <b>Through the facilitator they will all have a better perception of their role and the goal of the meeting.</b>
<b>3c) Action 3: What you will do?</b>  <b>Evaluate the progress of the committee (process and outcomes).</b>		
<b>When?</b>  <b>At the end of each cycle</b>	<b>Who engaged?</b>  <b>If possible a third party like decision support/quality at the hospital, if not then the facilitator.</b>	<b>How?</b>  <b>Through electronic or paper survey.</b>
<b>4. How will we measure success?</b>  <b>Clarity of purpose for all members. Each member feels that their voice has been heard. Each member sees how their feedback has contributed to improvements at the hospital.</b>		

**Thank you for lending your voice to the PACE Forum!**