



PACE Forum

Rules of Engagement: Lessons from PATH and PANORAMA

BARRY VAIL

Patient Advisor, PATH Project & Northumberland Hills Hospital

CHRISTA HAANSTRA

Executive Lead, Strategic Communications
The Change Foundation

GENEVIEVE OBARSKI

Executive Lead, Program Implementation
The Change Foundation

November 29, 2016



TODAY'S AGENDA

- 1) Engagement Lessons from PATH and PANORAMA
- 2) Table Discussion
- 3) Engagement Lessons Continued
- 4) A Voice from the PATH Project
- 5) Q&A



THE CHANGE FOUNDATION

- Endowed by the Ontario Hospital Association in 1995
- An independent health policy think-tank that works to inform positive change in Ontario's health care system.
- The Change Foundation explores contemporary health care issues through different projects and partnerships to evolve our health care system in Ontario and beyond.
- Carrying out our mandate: Research, Policy Analysis, Care Delivery Re-design, Public Engagement



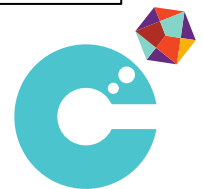


CHARTING A NEW PATH

PART I:
REDEFINING PATIENT AND PROVIDER
PARTNERSHIPS: PROPOSAL AND
PROJECT DEVELOPMENT



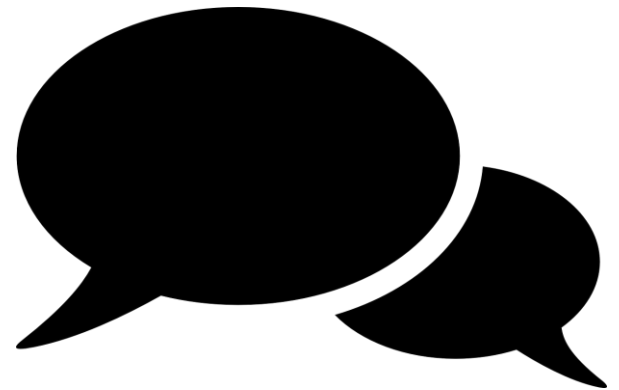
RULES OF ENGAGEMENT: LESSONS FROM PANORAMA



1

Consider a range of engagement formats

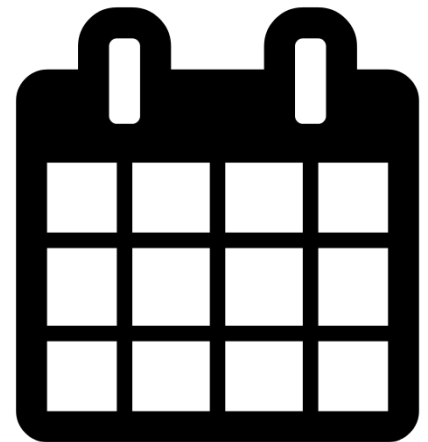
A number of ways exist for patients and caregivers to help improve the quality of health care and the health care experience exist.



2

Choose the best timeframe for meaningful input

Some successful engagements last three to six months, others bring people together just once. It's a highly individual assessment.



3

Consider partnering

By having more than one organization working with the same participants, you can “share the wealth” of wisdom and experience they bring.



4

Recruit wisely

Aim for a mix of people who are new to public engagement and those who are experienced or even seen as champions in the role.



What are your Recruitment Strategies?



5

Be clear about your purpose and objectives

From the start, give your participants clear understanding of the engagement's purpose, objectives, conditions for success, and level of involvement.



6


Be clear about your scope of influence









Tell the participants the level of influence or authority your organization has to implement changes, and be clear about the of your organization's power from the start.

7

Develop a code of conduct together

Creating and agreeing on rules together as part of the initial team-building builds solidarity and commitment.

GROUND RULES FOR DIALOGUE 

 Express disagreement with ideas not personalities	 We are all equal. Leave rank at the door
 Share airtime	 Listen respectfully especially when you disagree. Acknowledge you have heard the others
 Stay on topic—connect to what others have said	 Look for common ground
 Understand & learn from each other	 Identify & test assumptions

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8

Have an exit strategy

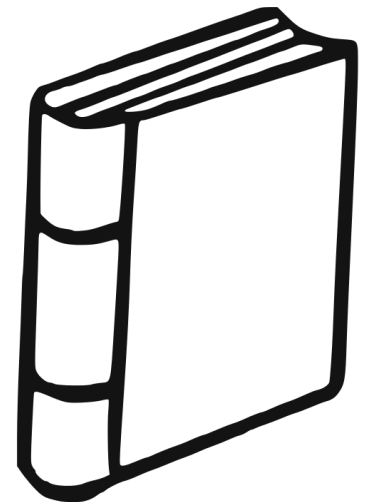
In the course of a long-term engagement, it can be expected that some people will leave. The engagement may not be a good fit for them, but they may have to leave because of changes in their circumstances over time.



9

Give participants the tools they need

Provide participants with accessible, relevant, and balanced resources and support, so they can build their knowledge and skills. This will also increase their confidence and capacity to engage.



10

Expect the unexpected...

And be open to it! It's important in patient engagement work to have clear objectives, but because this is a dynamic process, it's important to expect and embrace new ideas and opportunities that may emerge.

11

Give participants the recognition they deserve

Always acknowledge the contributions and impact of participants when reporting to the public and other audiences.



12

Report back

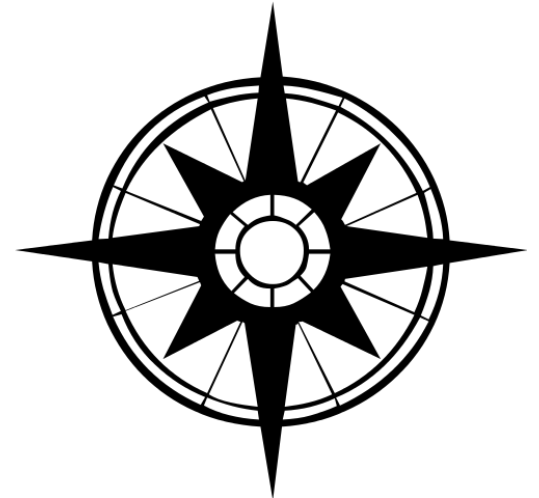
Commit to a feedback loop at the beginning, and follow through. After gaining information or advice from participants, tell or show them what you did, or didn't do, with it, and tell them why.



13

Be prepared for lulls, and how to navigate them

If you're planning an extended engagement, tell your participants to expect lulls in the activity and intensity.



14

Be aware, and careful, of people's emotions

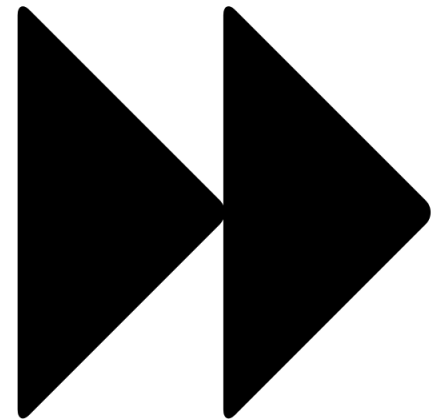
Sensitivity, empathy, and consideration will obviously be needed if your discussions bring up sadness, grief, or anger. You may want to consider special training or support for staff and access to mental health supports for participants.



15

Carry it forward

When things are coming to a close, act as a bridge for your participants. Encourage them to join other groups or advisory boards, or as a fitting last gesture, you may want to provide suggestions or even contacts and introductions.



A Voice from the PATH Project

Initial engagement of participants

- ✓ purpose and objectives
- ✓ scope of influence
- ✓ team building
- ✓ patients, caregivers and providers together at the beginning.

The importance of storytelling

Prepare for lulls during ebbs and flows of engagement



QUESTIONS?



Created by Rémy Médard
from Noun Project