

Patient and Family Engagement Framework

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Introduction

Patient and Family-centered care is an approach that guides all aspects of planning, delivering, and evaluating services. The focus is always on creating and nurturing mutually beneficial partnerships among the organization and the patients and families they serve. Providing patient-centered care means working collaboratively with patients and their families to provide care that is respectful, compassionate, culturally safe, and competent, while being responsive to their needs, values, cultural backgrounds and beliefs, and preferences.

Purpose

Patient engagement frameworks establish key concepts, principles, and areas for patient engagement within an organization. This document outlines how EM/ANB Inc. approaches Patient-Centered Care with a focus on the mechanisms established for EM/ANB Inc. to hear from and incorporate the voice and opinion of patients and families. Adopting a framework that best illustrates engagement at all possible levels of the organization as well as presenting patient and family advisor framework created with the input of the EM/ANB Inc. allows Patient and Family Advisory Council to illustrate their role in our organization.

Framework

There are numerous definitions for patient engagement as there are numerous frameworks used by health care organizations to demonstrate how they engage patients, families, and caregivers. For example, Carman et al1 (Exhibit 1) propose a multidimensional framework for Patient and Family Engagement in Health and Healthcare to illustrate the different levels of engagement that exist in healthcare. Essentially, there is engagement at the point of care where healthcare professionals interact with patients and families to decide and act on individual treatment plans and then there is engagement with individuals who have had a recent care experience providing input to the healthcare organization for decision making purposes. This framework best illustrates the continuum of patient-engagement in healthcare.

Essentially, patient engagement aims to ensure that health care decisions, policies, and quality initiatives are significant to its main stakeholder, the patient (CAMH, 2019). As such, it is valuable to develop a framework specific to the organization engaging patients and families to guide the focus of engagement and tools to engage. For example, there are actions that can be used to engage patients and families which are highlighted in Canada Health Infoway's patient engagement framework which proposes four basic components which are: listen, amplify, invest, and influence (CHI, 2016). Health Quality Ontario proposes a patient and family engagement framework guided by strategic goals and objectives (Quote). Healthcare Information and Management Systems Society (HIMSS, 2014) proposes a framework detailing the various means to engage with patients and families by informing, engaging, empowering, partnering and supporting using different tools at each of these activities.

Using a version of the framework proposed by Health Quality Ontario (HQO, 2017), EM/ANB Inc. has developed a patient centered framework to engage patient centered care.

Levels of Involvement

As Carman et al. explain, there are different levels of engagement where input from patients and families interact with EM/ANB Inc. (Exhibit 1). There are interactions at the point of direct care where care providers and patients and families share information with each other to determine the best immediate action to take regarding patient care. Then there are more formal interactions that the organization establishes to support and gain input from patients and families on organizational decision-making and planning. This input can be gained through a number of mechanisms including surveys, feedback and comment sites, storytelling, ad-hoc workgroups, Patient and Family Advisors, etc. EM/ANB Inc. follows this model but has adapted this to align with the strategic plan as suggested in a Patient and Family Engagement model created by Health Quality Ontario (Exhibit 2). Some examples of the various spectrum of engagement activities include patient and family communications where direct experiences are shared (e.g. PAD program stories, Paramedic thank yous, etc. shared through “In The Loop” and social media). In addition to using tools to gather one off input and opinions, EM/ANB Inc. encourages input from patients and families through the use of Patient and Family Advisors and Community Outreach.

The EM/ANB Inc. Patient and Family Advisor program started by Ambulance New Brunswick (ANB) in early 2018 and adopted by the Extra Mural Program (EMP) in late 2018. In 2022, New Brunswick Health Link (NBHL) was launched and adopted the Patient and Family Advisor program as well. The program does have a documented guideline to direct staff and Patient and Family Advisors in their roles and the Patient and Family Advisors has a Patient and Family Advisory Council. This council has a document outlining their Terms of Reference and how the voice and opinions of the patients and families can be incorporated within the organization.

EM/ANB Inc. invites any resident of New Brunswick who has had a care experience with EMP, ANB, and/or NBHL within the last three years to apply to become a Patient and Family Advisor. Our overall objective is to promote and support the voice of EM/ANB Inc. patients, families and caregivers in the design, delivery, and evaluation of our health services. EM/ANB Inc. Patient and Family Advisors provide meaningful input to guide the organization in its planning and continuous quality improvement efforts. This document outlines the framework that EM/ANB Inc. uses to engage patients, families, and caregivers.

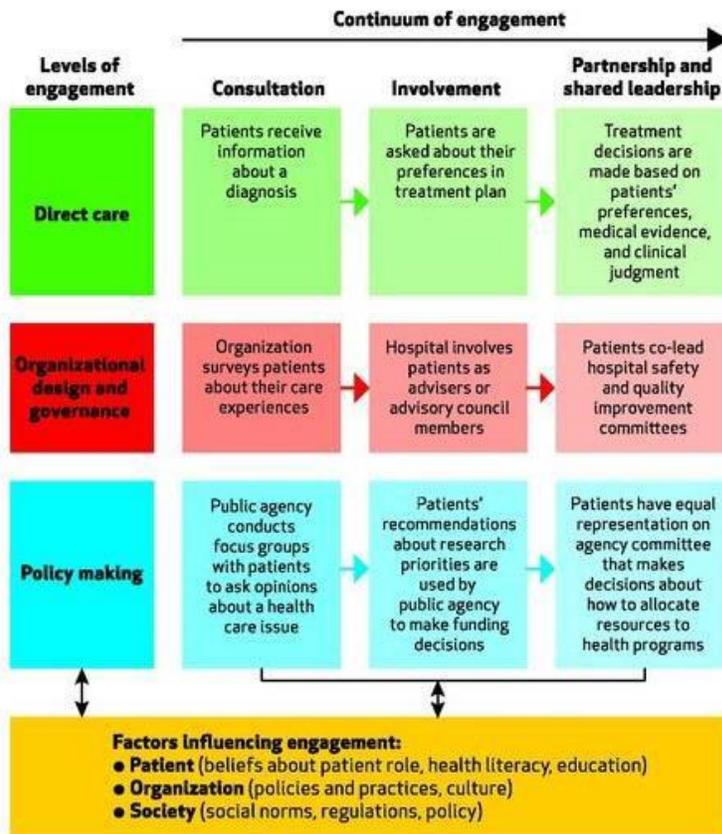
This framework aligns with EM/ANB Inc.’s vision and missions, which are providing excellence in emergency and community care while improving the quality of life of New Brunswickers within their communities.

References:

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4. Health Quality Ontario. (2017) Ontario’s Patient Engagement Framework. Accessed 08/13/2019 at: <https://www.hqontario.ca/Portals/0/documents/pe/ontario-patient-engagement-framework-en.pdf>

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7. EM/ANB Strategic Plan 2022-2025. Transforming Community Care Together. Retrieved on 25/09/2023 at: [EM-ANB-Strategic-Plan-2022-2025.pdf \(extramuralnb.ca\)](#)

Exhibit 1 A Multidimensional Framework For Patient And Family Engagement In Health And Health Care



SOURCE Authors' analysis. NOTE Movement to the right on the continuum of engagement denotes increasing patient participation and collaboration.

Exhibit 2: EM/ANB Inc. Patient and Family Engagement Framework

EM/ANB Inc. STRATEGIC DIRECTION

Strengthen Community Partnerships and Public Engagement

EM/ANB Inc. GUIDING PRINCIPLES

Patient-centered

Safety-focused

Accountable

Accessible

Innovative

Caring

Responsive

Community-minded

EM/ANB Inc. ENGAGES ACROSS THESE DOMAINS

Personal care and health decisions

Program and service design

Policy, strategy and governance

ACROSS A SPECTRUM OF ENGAGEMENT APPROACHES

Share


Provide easy-to-understand health information

Consult


Get feedback on a health issue (e.g., policy or decision)

Deliberate


Discuss an issue and explore solutions

Collaborate


Partner to address an issue and apply solutions

ENABLED BY:

Continuous Quality Improvement Initiatives and Evaluation

Patient and Family Advisory Program and Community Outreach

Accessible Information

Adapted from: Health Quality Ontario. (2017) Ontario's Patient Engagement Framework. Accessed 08/13/2019 at: <https://www.hqontario.ca/Portals/0/documents/pe/ontario-patient-engagement-framework-en.pdf>