

Patients Effectively Partnering with Providers Towards Active Listening and Kinship (PEP-TALK)

What is this project about?

PEP-TALK is inspired and led by the Medicine SCN's Patient & Family Advisors; it is about finding ways to effectively support partnership in healthcare by –

- Optimizing joint listening with a genuine interest to better understand; and
- Promoting trust and a balance of power; and
- Acknowledging the patient and family as a valuable source of information that is critical to safer healthcare outcomes.

Why is it important?

Alberta Health Services' vision includes enabling Albertans to be full partners in their care. In order to shift from mere recipients of care to ongoing partners in care, Albertans need knowledge, confidence, and welcoming opportunities for partnership in their health care.

Higher quality encounters are the foundation of partnership, preventive healthcare and safer outcomes. Features of higher quality encounters include communication about what matters to the patient (active listening), empathy and mutual trust (kinship), a positive relationship, holistic approach, balance of power, and psychological safety.

However, available evidence demonstrates very little about simple and successful strategies for achieving, assessing and sustaining better communication (and thus higher quality) at the individual healthcare encounter level.

What are we doing?

Throughout 2023 and 2024, the project team will identify key factors that impact the quality of encounters between adult patients with chronic progressive diseases and their providers in community-based specialty healthcare programs.

Once the needs are better understood, a user-friendly joint **provider-patient structured communication strategy** will be tested for its ability to guide a higher quality encounter and to support safer outcomes.

For more information please contact: MedicineSCN@albertahealthservices.ca

