

Co-Designing with Advisors

Article written by the Strategic Clinical Network™ (SCN) Patient & Family Engagement team

Over the last year, we have worked with advisors and staff liaisons to improve SCN patient and family engagement. Check out some of the work we have done together and the impact you have had in creating change.

SCN Staff Liaison Orientation

Do you remember asking us to develop an orientation for staff liaisons? Well, we are listening! We, the SCN Patient & Family Engagement (PFE) team, developed and delivered the first SCN staff liaison orientation session on 31st March 2020. Thanks to the Alberta Pain Strategy staff liaison team for being our test subjects and for the feedback they provided to improve the session.

In the spring, we will facilitate this session virtually for all SCN staff liaisons.

SCN Advisor Orientation

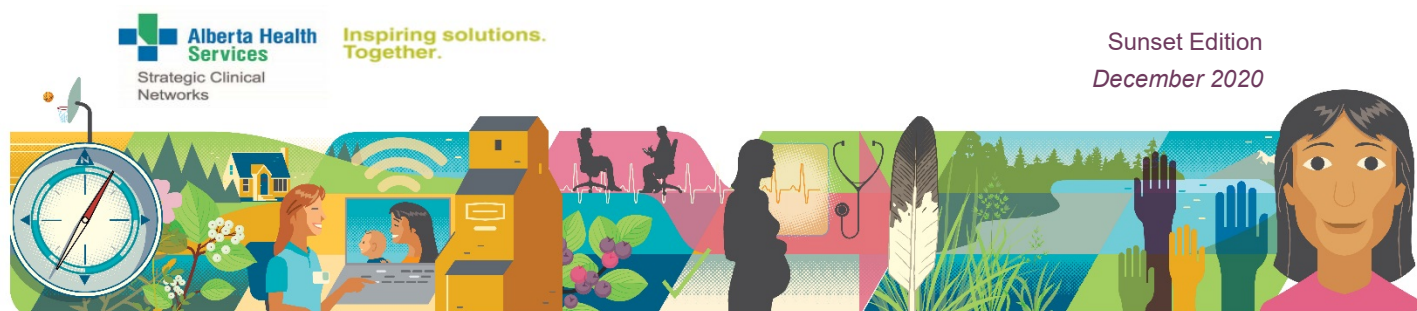
Understanding the role that you play, as an advisor, is important in forming meaningful relationships with the SCN(s) you work with. For new advisors, venturing into an unknown world could be scary. However, having the support of experienced advisors and the opportunity to learn together can make this adventure much more engaging. This is the reason we provide advisor orientation.

SCN advisors Donna Sharman and Tracy Wong worked with us to update our advisor orientation. We appreciated their amazing insights, humour and patience as we worked together to improve how we welcome new advisors to our SCN world.

Our orientation is now a three-hour virtual session. This allows new advisors, from across the province, to engage with each other and learn together from the comfort of their homes. We believe that this will enhance access to and attendance at our sessions.

Our revised orientation handbook, [Engaging for Excellence: An Advisor's Guide](#) has been shortened to make it an easier read.

Our first virtual advisor orientation took place in November and we received very positive feedback from attendees!



Sunset Edition
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SCN Staff Liaison Collaborative Learning

Co-design in action!

In June 2019, a working group comprised of SCN advisors and staff embarked on a journey into co-design. This team was brought together to continue working on *Engaging for Excellence* in the SCNs.

The primary focus of the SCN Staff Liaison Collaborative Learning team was to support staff liaison's education around engaging with patients and their families. For the team, this was a learning process; we journeyed along a path we never envisioned, but the means to our end was much more fulfilling.

We thought staff liaisons needed a “boot camp”; they showed us they needed ways to learn from and with each other. We thought we needed to enable staff liaisons; they taught us that empowering them was a much better way for them to feel ownership of and take responsibility for engaging with their advisors.

Co-design provided an inspiring pathway to achieving our collective goal. Our co-design process included working with staff liaisons to:

- Co-define their needs and knowledge gaps
- Co-determine the supports required
- Co-design the process to take
- Co-create solutions
- Co-deliver actions

In the end, we built a central area to store patient engagement resources, developed an interactive staff liaison refresher/orientation session, and initiated annual touch bases with staff liaisons.

Special acknowledgements to SCN advisors Tracy Wong and Isabelle Emery, and to SCN staff liaison Nicole McKenzie, for joining us on our SCN Staff Liaison Collaborative Learning journey.

It takes an open mind, time, humility, energy and patience to co-design. Thanks to all our advisors and staff liaisons who worked with us to effect positive change.