

Turning Collaboration into Practice

PHCXchange

Patient Advisor Involvement

Not many people watch a movie with the intention of using its message strategically or to critique it based on its value. As patient advisors tell their stories how often are we thinking about how to use the story strategically? Do we gauge the story based on its value to us?

Like a good movie you will hear the story a second, third, four or more times over. You will glean the details of it then, but for that first time, listen for the sake of taking in their story. Because patient stories are their personal experiences, it's a part of who they are and you have an opportunity to hear it, not from a provider or administrator lens, but as a listener.

Active listening is only one of several ways we can use to build trust to ensure that patients are in the driver's seat guiding system change that works best for them. It truly is patient-centred and focused on their needs from their perspective.

We may believe we are experts in healthcare, but patients are the experts in their lives and experiences. Stepping away from the expert lens and listening to patients as patients may reshape what we think best practice is.

Patients have a passion and motivation for improvement, it's our responsibility to support and foster that motivation and let it fuel our passions to continue to work together.



Today we will be speaking about bringing in Patient Advisors into your work. How to bring them in and ensuring you're making the best use of them and their time.

Today's guests include:

Amberley Hubbard: a Consultant with the Primary Health Care team and spent 9 years supporting patients in building self-management skills and collaborative approaches with healthcare providers. She believes in patient-centred care and is excited to be working with patient advisors to build the best healthcare system.

Julie Robison: a registered nurse and Senior Advisor with the Provincial Primary Health Care team. Her work over the last decade has focused in person-centred practice. She lives in rural Alberta and believes true patient, caregiver and family partnership is needed to shift the culture of healthcare.

Karen Moffat: has been a part of the healthcare system in as a patient from childhood due to chronic illness, as a medical secretary and now as a patient advisor. She serves on several committees and is driven to work towards a system that focuses on patient centered care. She strongly believes it takes a team of patients, families and providers dedicated to open communication to provide the best possible care.

Joanne Ganton: a Patient & Family Centred Care Specialist helping to advance PFCC practices & patient engagement in our province for over 20 years. She is a Certified Patient Experience Professional who help to lead the provincial implementation of the AHS Patient First Strategy