

Growing a Provincial Network of Patient & Family Engagement for Better Kidney Care

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INTRODUCTION

- Putting patients at the forefront of decision making about their care is key to achieving a health system that is responsive to patients, and improves patient outcomes.
- Patient and family engagement at the individual care, program and system levels ensures 'true' person- and family-centred care.
- However, few practical resources for purposeful engagement exist.

AIM

To formalize and enable meaningful engagement in support of better person- and family-centered kidney care in BC Renal.

METHOD

- Since 2019, BC Renal developed and implemented a patient and family engagement framework.
- The BC Renal Patient and Family Engagement Advisory Committee (patient partners and health professionals from all regional health authorities) directs the outreach, resource development, and evaluation of patient and family engagement in BC Renal.
- Metrics and surveys of patient partners, committee chairs, and support personnel are monitored annually to capture the experience of working together.
- A video series featuring committee chairs and patient partners sharing their stories of working together are produced.

RESULTS

Patient and Family Engagement Highlights of the Year 2021-2022



RESULTS (CON'T)



CONCLUSIONS

- Meaningful and impactful engagement at BC Renal has been made possible through alignment with various operational and strategic activities, along with the application of the patient and family engagement framework.
- Health professionals, staff, patient partners and other partners continue to work together collegially to advance culture change in kidney care provincially.
- Next steps include further efforts to communicate the difference patient partners make to various BC Renal initiatives, sharing specific resources to support engagement, and enhancing diversity of hardly reached patients (e.g. Indigenous and other ethnic communities).
- Together with other influences, the BC Renal effort is inspiring more patient voices to be involved in the broader kidney care and research community beyond BC Renal.

ACKNOWLEDGEMENTS

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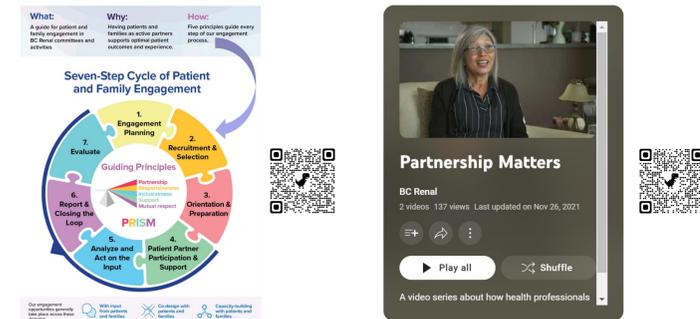


Figure 1. BC Renal Patient & Family Engagement Framework

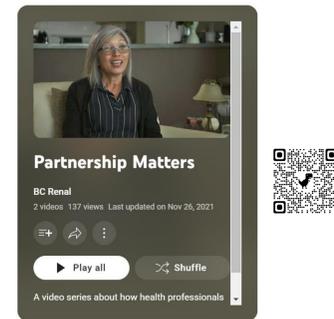


Figure 2. Partnership Matters video series