

Introduction

- ❖ Patient and family engagement is key to achieving a health system that is responsive to patients, and improving patient outcomes.
- ❖ Resources to practically embrace authentic, meaningful and sustainable patient and family engagement in kidney care and research are scarce.

Aim

To enable effective patient and family engagement and mobilize a person- and family-centred culture to ultimately optimize patient outcomes and experiences.

Methods

- ❖ A working group of 16 patient partners and health professionals was formed to develop the provincial patient and family engagement framework.
- ❖ An environmental scan was conducted to inform the development of the framework content.
- ❖ Input from stakeholders such as The Kidney Foundation of Canada—BC & Yukon Branch and other provincial partners in patient and Indigenous engagement was incorporated.
- ❖ Supportive resources and processes were developed to guide practical implementation and effective integration.
- ❖ Experiences of patient partners and health professionals were monitored with surveys and anecdotal feedback to guide further progress.

Results

Benefits of Patient Engagement

Kidney care professionals identified the following benefits:

- Adding unique perspectives and expertise
- Focusing effort on what matters most
- Advocating collectively for new therapeutics and resources
- Enhancing accountability in advancing person- and family-centred care

Our patient partners identified the following benefits:

- Understanding how health professionals and patients can work together in the kidney health system
- Meeting others who are impacted by kidney disease
- Empowering to be part of the kidney care planning process
- Strengthening ability to promote awareness of kidney disease.

Results

BC Renal Patient & Family Engagement Framework

What:

A guide for patient and family engagement in BC Renal committees and activities

Why:

Having patients and families as active partners supports optimal patient outcomes and experience.

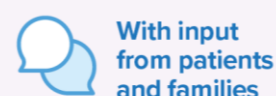
How:

Five principles guide every step of our engagement process.

Seven-Step Cycle of Patient and Family Engagement



Our engagement opportunities generally take place across these domains:



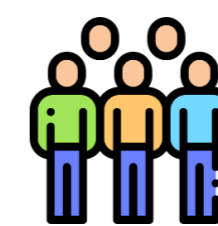
And across the International Association for Public Participation (IAP2)'s Spectrum of Public Participation

To download the BC Renal Patient & Family Engagement Framework or infographic:



Results

As of March 31, 2020:



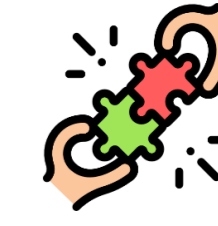
54 patient/family members in the network



23 active patient partners



24 patient partners completed an orientation



27 engagement opportunities

Feedback highlights:

This was a great experience for me to be involved in. Although it was a lot of information to take in, I learned so much.
- Patient partner

This has been the most satisfying experience because it has been all about providing patients and families a voice within the interdisciplinary team. What a grand step within a large gap, as they are the only reason we are all here to begin with...."
- Kidney care professional

Icons made by Freepik from www.flaticon.com

Conclusions

- ❖ A series of supportive strategies are enabling impactful patient and family engagement within the provincial renal network in BC.
- ❖ The early collaborative efforts with various partners prime the culture change for patient- and family-oriented kidney care and research to advance quality outcomes and experiences among those living with chronic kidney disease.

Acknowledgements

This work is funded by BC Renal. We would also like to thank Stacey Richardson for design assistance.



Contact information

E-mail: patientengagement@bcpra.ca | Tel: 604.875.7340