

Patient and Family Engagement Highlights of the Year 2021-2022



* All network members receive updates about volunteer and educational opportunities as well as other key network activities
 ** All active patient partners have completed an orientation



More patient and family voices were integrated into the work of BC Renal. Despite the COVID-19 pandemic, interest in getting involved grew by **56%**.

Although there is still a lot of room for improvement in diversity and inclusion, we heard from **more diverse voices** in engagement activities.



Feedback from patient partners:

100% report being better informed about the kidney health and care system in BC as a result of their participation

96% are confident BC Renal takes the feedback provided by patient partners into consideration

95% are satisfied with the engagement opportunities

100% consider the engagement opportunities a good use of their time

Provincial renal network members, including health professionals, patient partners, BC Renal staff and others, continued to adopt practical ways to **listen, learn and work more effectively together.**



“They bring a practical component to the conversation. Also suggest priorities that may not have otherwise been discussed.”

– Project manager

“My view point has at times changed the committee’s direction or the way they view their process.”

– Patient partner

“Patient partners are present to ensure that patient experience and feedback are incorporated. This is vital... patient partners bring more than their experience as patients to the table. There are other knowledge, skills and experiences, that are present, an untapped resource. I encourage a more holistic view of patient partners. We are more than our renal patient experience.”

– Patient partner

“It gives me purpose. I feel valued and hope to be involved for many years to come.”

– Patient partner

“I believe that my involvement in this project will help patients manage their symptoms and feelings to help patients <further> understand their treatments and overall wellness.”

– Patient partner

“Patient partners were the forefront of the work of the committee, advancing patient engagement within the renal community.”

– Staff

“Patients seemed to feel more confident regarding their roles and contributions when a follow-up ‘debrief’ meeting took place. This approach provided an additional forum for them to ask questions perhaps they were reluctant to ask in the larger group; they appreciated this opportunity to provide honest feedback.”

– Committee chair

Improvement Opportunities



Acknowledging the specific influence of patient partners



More clarification about the roles of patient partners and all involved in supporting them



Creating space on meeting agendas for discussion and connection



Get in touch!



Web:

BCRenal.ca/PatientAndFamilyEngagement

Patient and family engagement at BC Renal is guided by the [BC Renal Patient & Family Engagement Framework](#) developed in 2019.

Social Media:

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