

Patient and Family Engagement 2023-2024 Highlights

+ The number of patients and family members in the network has more than doubled since March 2020 and continues to grow.



✦ Patient partners now influence the work of the committees/ groups in more diverse ways. Beyond sharing unique perspectives and co-designing patient resources, patient partners have also helped:



**STEER
DISCUSSIONS**



**IDENTIFY
PRIORITIES**

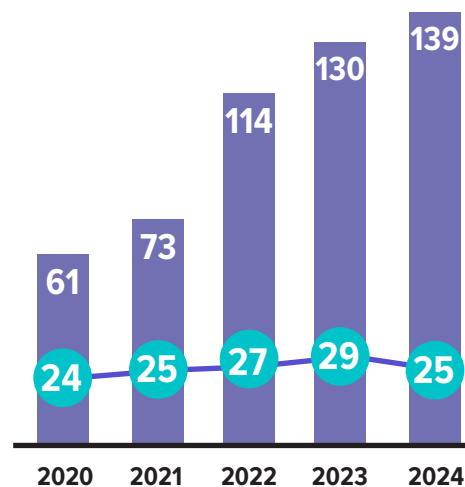


**INSTIGATE POSITIVE
CHANGES IN KIDNEY CARE**

139
Patients & family members in the network*

25
Active patient partners**

23
Engagement opportunities (April '23 - March '24)



■ Network members*
● Active patient partners**

* 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

Data capture at fiscal year end, i.e. March



100%
are confident BC Renal takes their feedback into consideration

100%
have a clear understanding of the purpose of the engagement activities

100%
are able to express their ideas comfortably

96%
are satisfied with the engagement opportunities

“The patient partners keep us focused on the reason we are here. They often have very practical ideas.”
– Project manager

“Support teams go above and beyond to accommodate my specific needs.”
– Patient partner

“I am so impressed by the desire of the BC Renal community to keep improving practice and the dedication to improving patient care.”–
– Patient partner

“Patient partners have influenced the committee’s endeavors by contributing invaluable insights and perspectives that enrich the overall decision-making process.”
– Staff

“I see direct correlation between input and the direction of committee discussion.”
– Patient partner

“The patient partners have provided valuable insight into emergency practices that may be important to patients or ways that information is shared with patients during an emergency.”
– Staff

“With another patient partner, [we] have been able to clarify and hence improve the exact syntactical meaning of the proposed guidelines for patient care... Many of these suggestions were adopted.”
– Patient partner

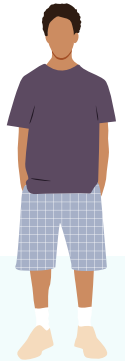
“The patient partners have been instrumental in our interactions with our vendors. They have introduced objectives that we will use in the future to evaluate our vendors and our contracts.”
– Committee chair

“The energy I draw from the discussions and discovery of new information motivates me in a long struggle with complex health problems.”
– Patient partner

Improvement Opportunities



Providing guidance to committee leads on effective communication with patient partners between committee meetings and facilitation of difficult discussions during the meetings.



More clarity on the engagement process and roles of all involved.



Get in touch!

[BCRenal.ca/PatientAndFamilyEngagement](https://www.bcrenal.ca/PatientAndFamilyEngagement)

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

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