



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

Building a  
Better Health  
Service

Our  values

Care Compassion Trust Learning

# *“Nothing about me without me”*

## Engaging with Patients and Families in the HSE

**Quality Customer Service Network Meeting**

**18<sup>th</sup> April, 2019**

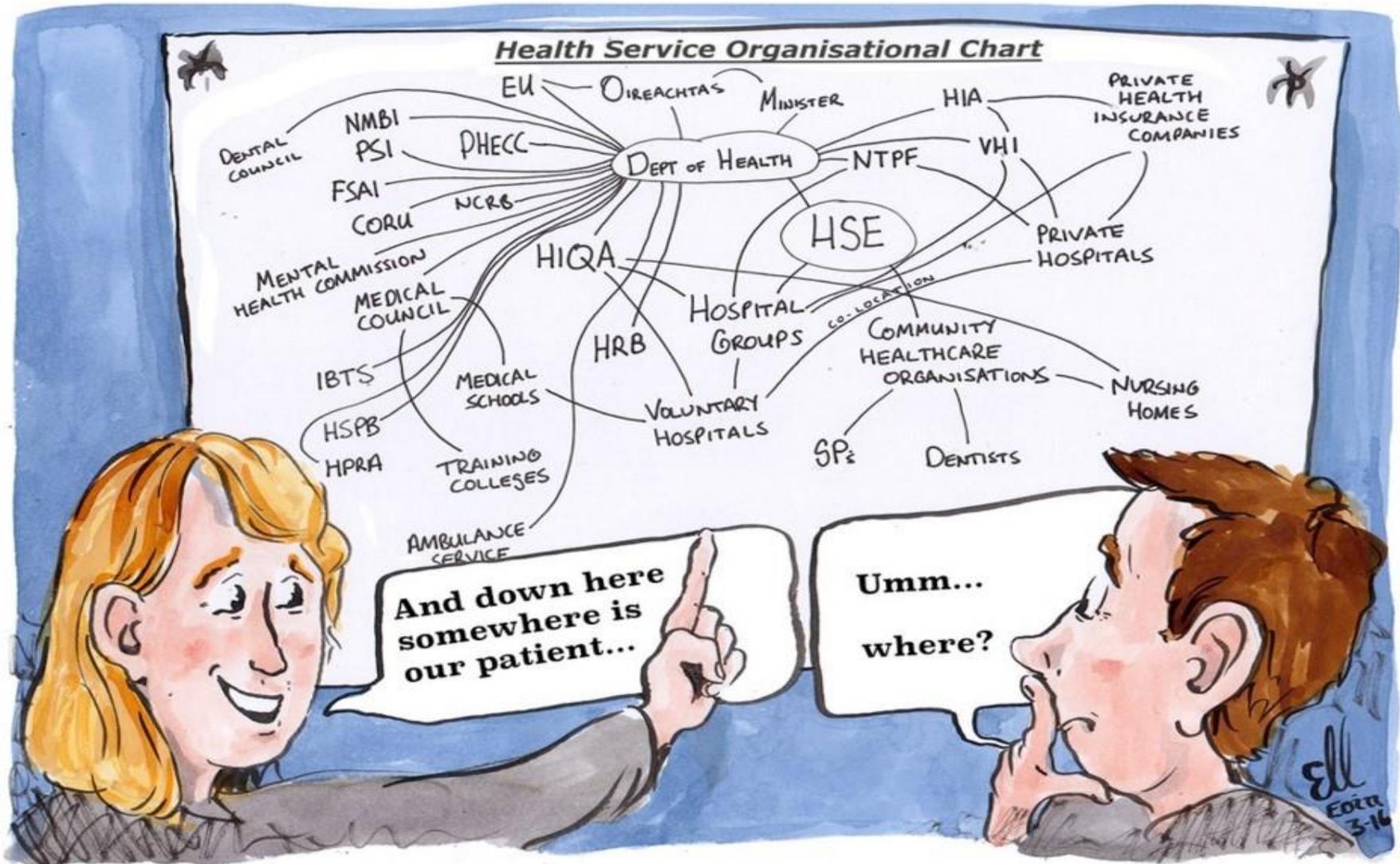
  
Framework for  
Improving Quality  
in our Health Service

# **hello** my name is...



**Mila Whelan**

# Where is the patient?





# “The blockbuster drug”

*“If patient engagement were a drug, it would be the blockbuster drug of the century and malpractice not to use it.”*

Leonard Kish, 2012

*“A growing body of evidence demonstrates that patients who are more actively involved in their care experience better health outcomes and incur lower costs.”*

Health Affairs/Robert Wood Johnston Foundation 2013



# Why patient engagement?

- Patients and carers know a surprising amount about healthcare:
  - They know how it feels;
  - Whether interventions and systems work;
  - Whether care is joined up;
  - What impact treatments or interventions have on their life;
  - What is the burden of living with a disease or condition.
- *“the extra sets of eyes and ears that should be integrated into the safety processes of all healthcare organisations”.*



# Patient and family engagement: what does it mean?

- Bringing the perspectives of patients and family members directly into the planning, delivery and evaluation of health care.
- The key part is ***with*** - not ***for*** – patients
- Spectrum of engagement – moving from ***informing*** and ***consulting*** to ***involving*** and ***collaborating***.
- From paternalism to partnership



# Patient engagement: methods

*Ways in which health care providers solicit patient needs and preferences to ensure they are delivering patient-centred care.*

- Surveys
- Interviews
- Listening sessions
- Story-telling
- Focus groups
- Advisory councils
- Project/working group participation
- Experience/ improvement advisors
- Shared decision making
- Experience based co-design



# What do we do?

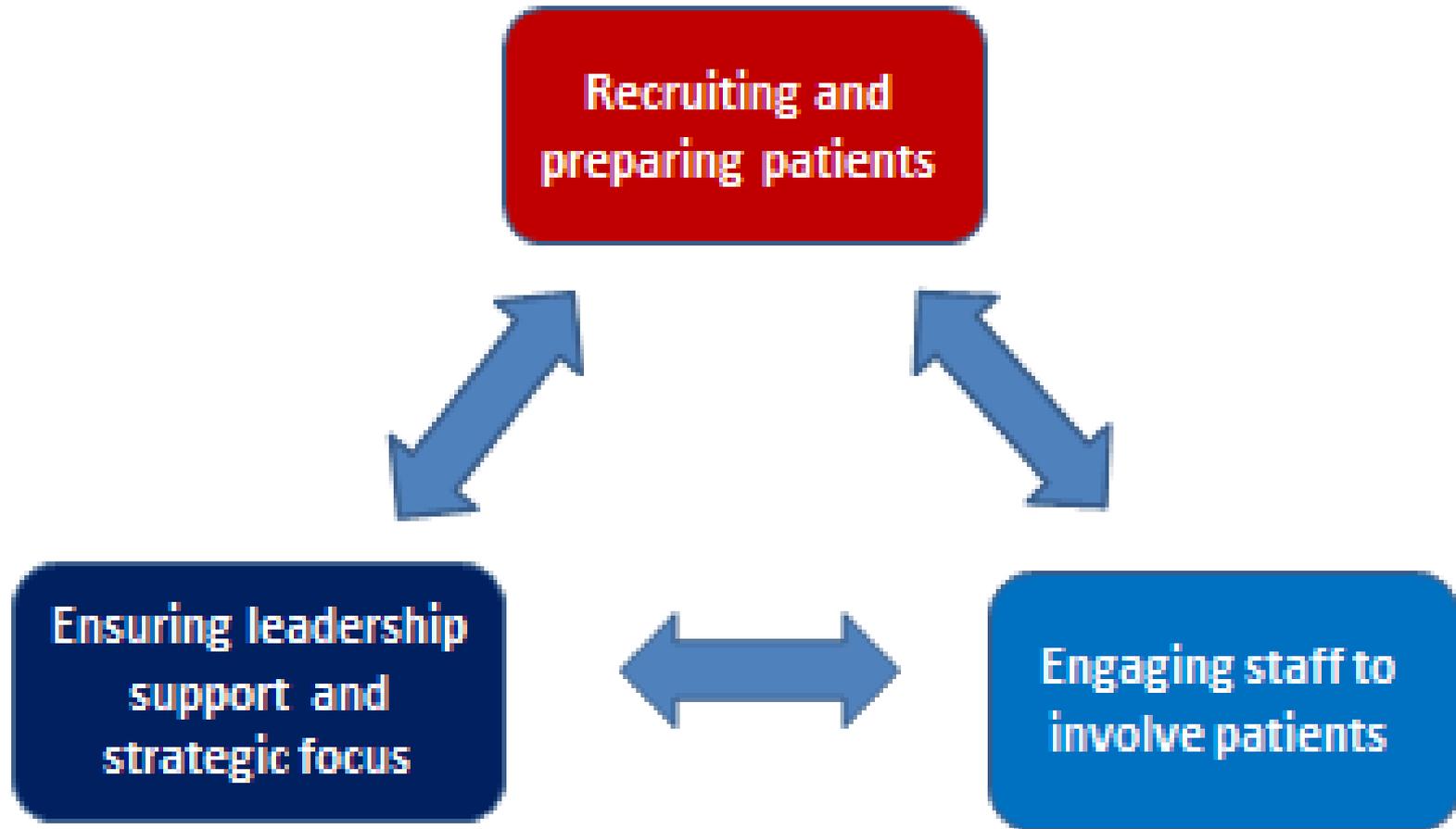
- National Patient Forum – established in 2015, 52 members
- National Patient Representative Panel – established in 2017, 60 patients, family members and carers
- Patients for Patient Safety Ireland – established in 2013, 15 members
- Listening sessions
- Networking group for patient liaison staff and quality managers
- “What Matters to You”, ‘Hello my name is...’ initiatives
- Providing advice, support and resources on patient and family engagement to front line services and HSE national teams.



# Patient Engagement: *Barriers and Challenges*

- Fear that patients' suggestions will be unreasonable.
- Fear that confidentiality will be compromised.
- Staff may feel that their expertise is being challenged.
- Fears that patients will see faults of the system and focus only on the negative aspects of their experience.
- Patients might not have the required knowledge or support to participate meaningfully.

# Patient Engagement: *Enablers*





# Examples

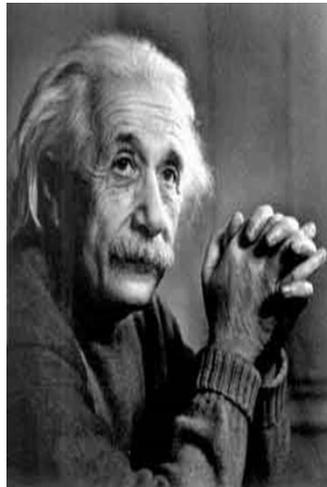
- National Electronic Health Record (EHR) Programme – 18 patient representatives recruited for a number of project groups (January 2019)
- Developing Pharmacy Standards - getting the patients' perspective (February 2019)
- HSE Preparation on Brexit (February 2019)
- Focus group on the National Patient Safety Strategy (December 2018)
- Focus group on Hospital Car Parking Charges (June 2018)
- Consultation on the Chief Clinical Officer role (February 2018)
- HSE Leadership Academy – input into content and delivery of programme



# Improve the experience

“We cannot solve our problems with the same thinking we used when we created them”.

Albert Einstein





# Contact

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Resources available from:

<http://hse.ie/eng/about/Who/QID/Person-Family-Engagement/>



# Questions Comments





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# Thank you

  
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