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PATIENT AND FAMILY DECLARATION OF VALUES

The power of engagement



10/10/2019

The power of engagement

A Patient Declaration of Values (PDoV) is a series of values that articulates a path toward patient partnership across the healthcare system. The declaration describes key elements that are important to patients, families, and caregivers as partners across the healthcare system. These foundational principles serve as a guidance document for those involved in the healthcare system and reflect the experiences of patients, families and caregivers.

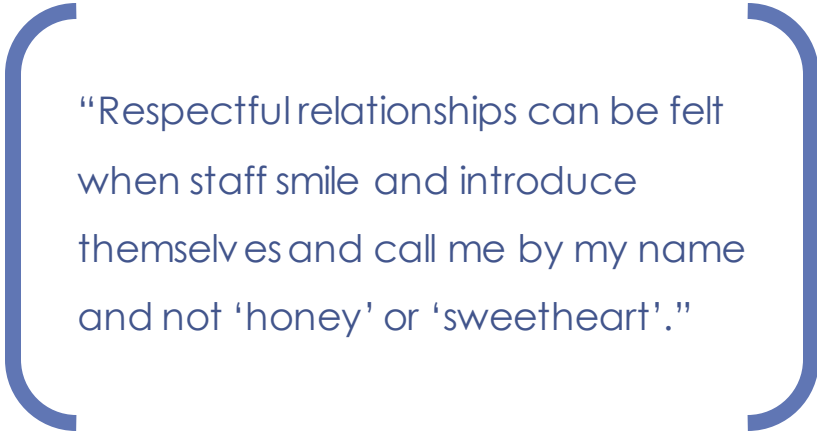
During the course of our journey in refreshing our values, our Niagara Health Engagement Network (NHEN) wisely advised that the PDoV should be expanded to include families. Families are often with patients when receiving care, and during our engagement, we included all voices. We took this advice and are proud to share our Patient and Family Declaration of Values (PFDov).

Is the PFDov new to Niagara Health?

In 2010, with the introduction of the Excellent Care For All Act (ECFAA), all Ontario hospitals were required to go through public consultation and develop a Patient Declaration of Values. In 2011, Niagara Health developed the Patient Bill of Rights through an engagement process. This document served dually as the Declaration of Values and highlighted the roles/responsibilities of patients and healthcare team members related to their respective rights. In 2018, in partnership with the Niagara Health Engagement Network (NHEN), the PFDov was revised to reflect the evolution of our journey of partnership and our Patient Partners have co-led and co-designed the process.

Why is the consultation process important?

Creating opportunities for public engagement to clarify what patients and caregivers can expect from their healthcare organizations, as well as highlighting the importance of a patient-centered approach to healthcare, ensures better outcomes and experiences.



“Respectful relationships can be felt when staff smile and introduce themselves and call me by my name and not ‘honey’ or ‘sweetheart’.”

Why is Niagara Health creating both a PFDov and Bill of Rights?

Creating two documents allows one to speak to the values or what matters most to patients, families, community members, staff and physicians.

A Bill of Rights speaks to the rights, roles and responsibilities of each party when interacting with each other or receiving/delivering care. This document outlines how we expect each other to behave and expectations of care.

The PFDov being created unpacks some of the values that were originally expressed in the Bill of Rights. This ensures that everyone understands what matters most as foundational principles during interactions and while receiving/delivering care..

Capturing patient, family, volunteer, staff and physician perspectives

The approach to refreshing the PFDov was systematic. The first step was identifying the Executive Co-Sponsors to the initiative. The model of decision making included a Patient Partner from the NHEN and senior leadership to map the engagement path and remove barriers if they presented. Ensuring the engagement process included user and provider perspectives to understand what mattered most was important during engagement. This information will also help lay the foundation to the future revised Patient and Staff Bill of Rights.



The process for collecting information included various methods and sources. Niagara Health ensured there was a balanced mix of following to create the PFDoV: best practices from literature, alignment with the provincial PDoV, environmental scan of other organizations, and gathering perspectives of Niagara residents and staff. The journey to forming our new PFDoV was six months in duration with multiple checkpoints along the way (Figure 1).

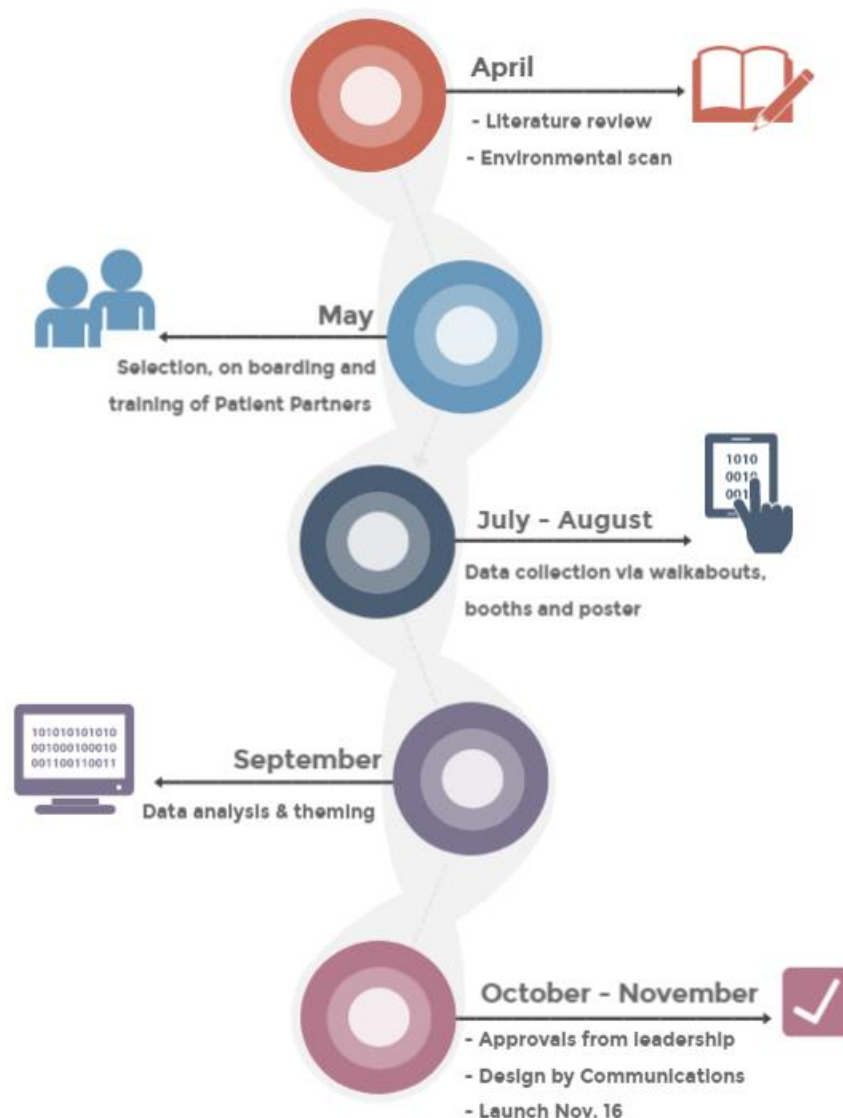


Figure 1

How we collected and analyzed the information to create the Patient and Family Declaration of Values

Three questions were posed to patients, families, volunteers, staff and physicians to capture their perspectives and gather an in-depth understanding of this population's opinions and perspectives. The method of analysis used was Modified Grounded Theory Approach.

The three questions asked were co-created by Patients Partners from the NHEN after multiple discussions (Table 1). All five hospital sites and most services/departments were visited to ensure breadth and depth of perspectives and balanced sampling.

Table 1

Patients/Families/Volunteers	Staff and Physicians
It is important to me that my care is ...	It is important to me that my patients are ...
I would feel respected if ...	I would feel respected if ...
When I walk into the hospital I want to feel ...	When I walk into work I want to feel ...

What we discovered and heard during the journey

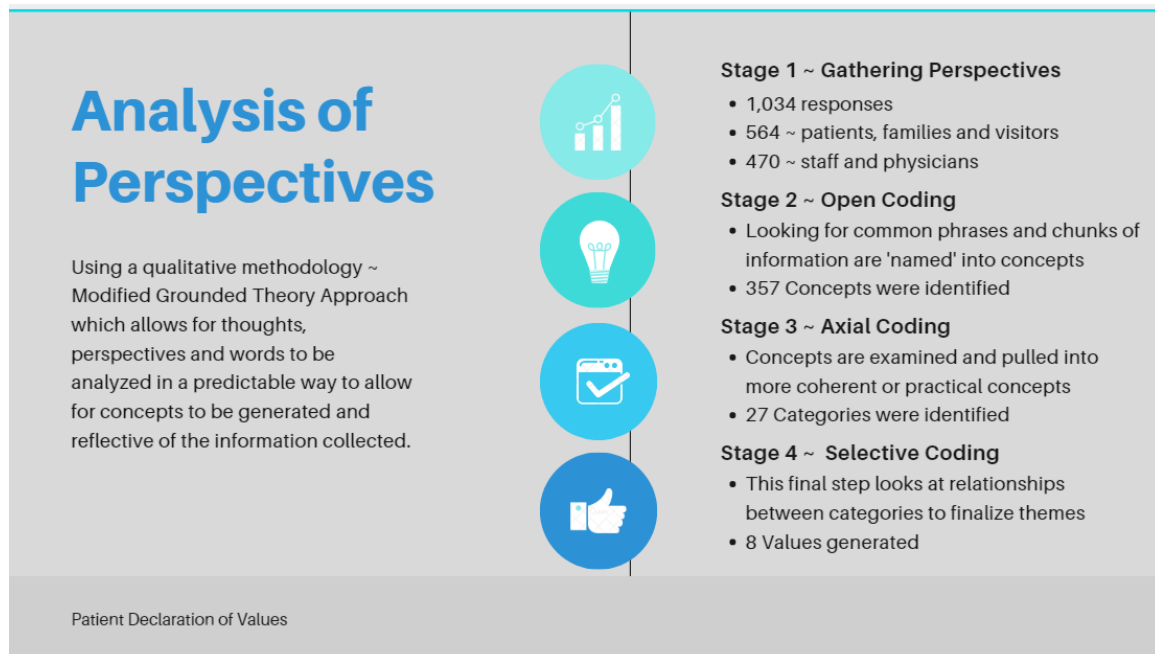
Environmental Scan:

Common themes from the environmental scan included the following concepts:

- Respect and dignity
- Empathy and compassion
- Accountability
- Transparency
- Equity and engagement
- Quality and excellence
- Privacy and confidentiality
- Participation in care
- Safety
- Communication and patient voice

Interview data with patients/families/volunteers/staff and physicians:

The scheduled booths and walk-about results resulted in 1,034 responses across the five hospital sites and twenty service areas. Below provides a step by step snapshot of what we heard and the supporting analysis.



There was clear alignment between what patients and families, and staff physicians shared about what mattered. Statements reflected key elements of respect, safety, holistic care, communication and other elements that speak to better health outcomes.

Sample statements that were shared:

Patients, Families and Community

When I'm listened to and heard ... not needing to repeat myself

My opinion is appreciated

My care plan is well known by me and my family

If there is anything I need, it is taken care of in an effective and efficient manner

Communicating and coordinating care with one another so they aren't all telling the patients different things

Staff and Physicians

Their (patients) concerns are being heard

Patients leave the hospital better than when they came in

They need to know where they are and be reassured that we are here to help

Taken care of physically and emotionally

Recognize that patients are the reason we are all here; to ensure they do not feel they are an inconvenience to the staff

Patient and Family Declaration of Values (PFDov):integrating the perspectives

The PFDov is different than a Bill of Rights, which outlines the responsibilities of each person in the way they interact. The PFDov speaks to the values of the individuals who were engaged, while the Bill of Rights speaks to the expectations of behaviours.

Niagara Health's PFDov is a reflection of what matters most to everyone receiving and providing care. While aligned with many other organizations, it also has some differences that speaks to our local community's values and perspectives.

This PFDov was co-created with the NHEN and led by Patient Partners to reflect perspectives and experiences of those accessing care, as well as those providing care. The NHEN was instrumental in ensuring that the Patient Declaration of Values included the word 'Family' to reflect the holistic approach of engagement. Understood and endorsed by the NHEN were the values being fluid and having statements that reflect what each value means.

In our planned phased approach, we will also be refreshing our Patient, Family and Staff Bill of Rights. This will be led by our NHEN to ensure alignment with the PFDov and create a path forward to operationalize these values to ensure they occur in every care interaction.

Safe Quality Care

Care is comprehensive, effective and enables a safe return home.



Meaningful Communication

Healthcare providers communicate frequently, clearly, and transparently with us. We are informed and always considered members of the care team.



Valued Care Team

The healthcare team is safe, valued and respected by the organization, patients and one another.



Empathy and Compassion

We are treated with the highest degree of empathy through all care interactions. Healthcare providers exemplify compassion, awareness, understanding with a holistic lens.



Respect and Dignity

Interactions and ongoing care relationship between us (patients/families) and healthcare providers centres around mutual respect, caring, kindness and understanding.



Person-Centred Care

Care is personalized and patient-centred. We are comfortable, and our goals and needs are met.



Healing Culture

The hospital culture encourages healing by cultivating hope, caring and warmth through care. Staff, physicians and volunteers welcome us, our families and visitors.

