



Change Ambassador Network Webinar

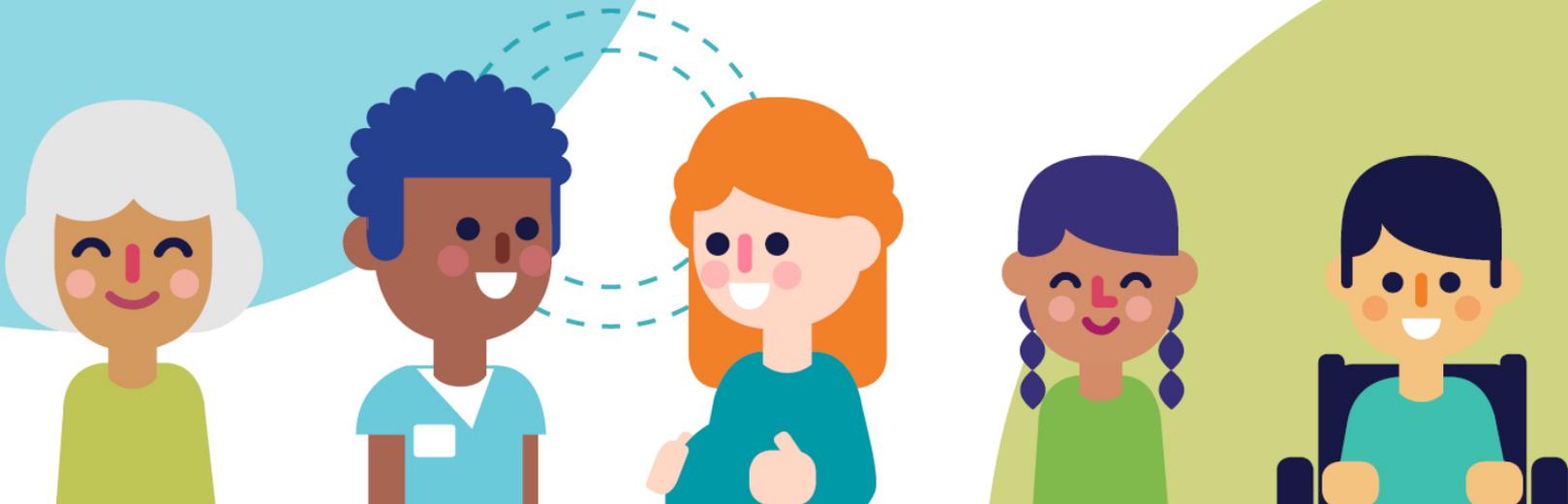
May 9, 2018



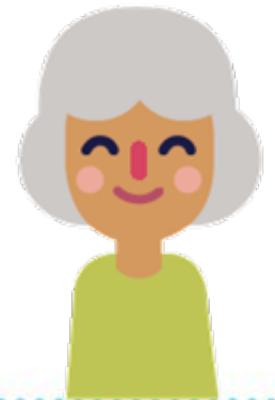


CONVERSATIONS THAT MATTER

Ask what matters.
Listen to what matters.
Do what matters.



WELCOME AND BACKGROUND



#WhatMattersToYou

Conversations That Matter

Wednesday May 9, 2018 | 1230 - 1330 PST | [WebEx](#)

1230-1235	Welcome and Background	Stephanie Massot Leader, Innovation & Engagement BC Patient Safety & Quality Council
1235-1300	Sustaining Collaboration: How Authenticity Makes a Difference	Dr. Darrin Hicks Department of Communication Studies University of Denver
1300-1310	"Conversations That Matter" Resource: Tools for Patients and Providers	Stephanie Massot Leader, Innovation & Engagement BC Patient Safety & Quality Council
1310-1325	"What Matters to You?" Stories from the Past to Plan for the Future	Edwina Nearhood Patient Partner, Patient Voices Network Fort St. John
1325-1330	Thank You, BC!	Stephanie Massot Leader, Innovation & Engagement BC Patient Safety & Quality Council

Conversations That Matter

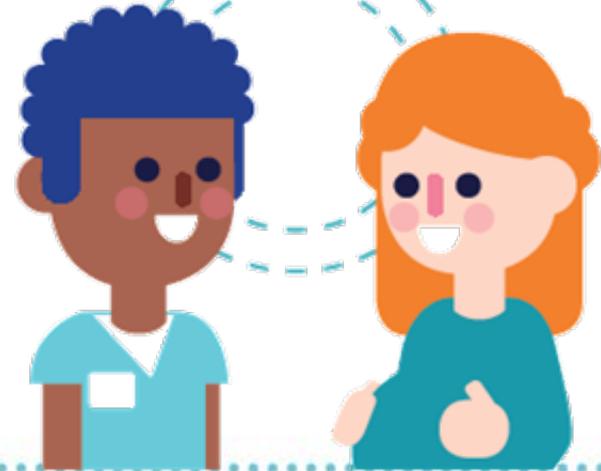
Ask What Matters. Listen to What Matters. Do What Matters.

#WhatMattersToYou

What Is It?

Everyone who works with patients, and their family members or caregivers in health, social or community care across BC is invited to add one simple question into their practice each and every day, in order to improve care:

“What matters to you?”



#WhatMattersToYou

Aim

A simple question with the goal of encouraging meaningful conversations between patients, family members or caregivers, and their health care providers.

Why Is It Important?

Asking “What matters to you?” puts the patient voice at the centre of care by focusing on what matters to them and ensuring that care is aligned with what matters.

Who Is Invited?

Anyone who is a patient, family member or caregiver and anyone who works with people in health, social, or community care, is invited to participate.



#WhatMattersToYou



Dr. Darrin Hicks

Department of Communication Studies

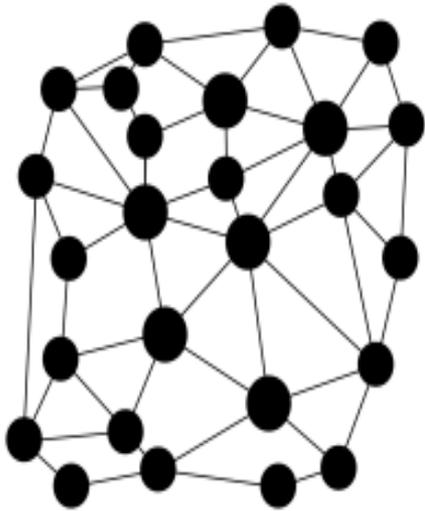
University of Denver, Darrin.Hicks@du.edu

SUSTAINING COLLABORATION: HOW AUTHENTICITY MAKES A DIFFERENCE



#WhatMattersToYou

Home—Network



Commitment—Reward

- Inclusion
- Equity
- Authenticity
- Transparency
- Problem-Focus
- Revisability

Norms



(Talk) Process (Text)

Energy



Drains

- Exclusion—Fear
- Exploitation—Anger
- Powerlessness—Depression
- Uncertainty—Anxiety
- Wasted Effort—
Disappointment
- Immobility—Frustration

Clear,
Elevating
Goal

Potential Energy Drains

- **Exclusion:** Members *fear* they will be excluded from decision-making as the group/organization they represent is deemed less valuable to the network.
- **Exploitation:** Members grow *angry* as they anticipate others will use their resources without credit or gain sharing.
- **Powerlessness:** Members experience *depressed* energy levels as they find the network cannot implement its decisions.
- **Uncertainty:** Members become *anxious* with role confusion and an inability to reliably locate stages of the process.
- **Wasted Effort:** Members feel *disappointment* when the network becomes focused on keeping itself running rather than reaching the goal.
- **Immobility:** Members turn *frustrated* when they feel trapped in a process that produces unfavorable results but cannot be revised.

Six Features of a High-Quality Collaborative Process

- **Inclusive:** The network does not exclude on the basis of organizational membership, access to resources, or political affiliation. Members feel valued.
- **Equal:** All members of the network have an opportunity to act as leaders, to forward ideas, and to issue objections. Members feel important.
- **Authentic:** The network has the requisite authority to not only formulate strategic plans but has the power to implement their vision. Members feel empowered.
- **Transparent:** Members have access to the information used to make decisions and can point to the status of proposals. Members feel a sense of clarity.
- **Focused:** The efforts of the network are directed towards its goal not on keeping the network in business. Members feel fulfilled.
- **Revisable:** The members of the network can revise decisions as needed, and if they feel the process is off-track, can call for a redesign. Members feel free.

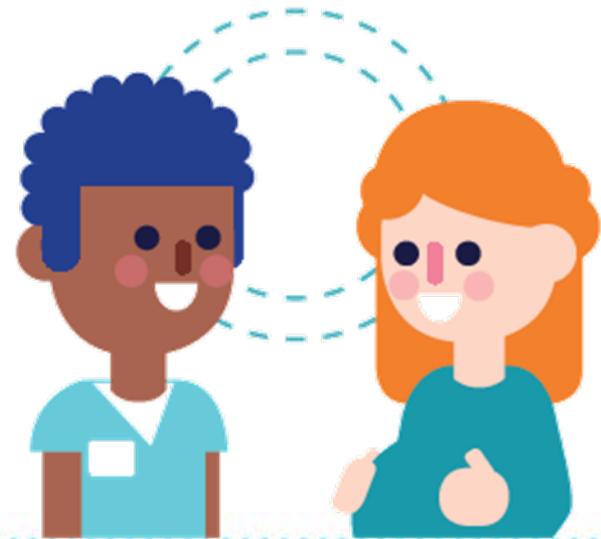
Authenticity

- All stakeholders, regardless of the organization they represent, are presumed to be able to ask critical questions, present compelling evidence, to tag problematic behaviors and attitudes, make a case for revising the process when it goes off-track, and to present solutions that are to be taken seriously. Thus, in the process, some people's merits are not taken for granted while other people are asked to justify themselves.
- The processes stays focused on the problem being addressed and, importantly, all stakeholders discuss the criteria for making decisions and the possible costs and benefits of a decision in terms of how it furthers the collaborative's goals rather than how it advantages or disadvantages their back-home organizations.
- Those with the power to make decisions and resource commitments are at the table. Or at the very least they have sent representatives who have the power to make commitments on their organizations behalf.
- Those in high-level positions trust the group to do its job and, therefore, do not try to pull strings so as to influence the group or simply cherry-pick which of the solutions offered by the group they will support.
- The group feels that it has the power to make binding decisions. So the decision has not been made in advance and is simply confirmed by the process.

Process Quality Scale

- We have developed a measure of process quality. It addresses each of the significant features of PQ.
- Lets use the instrument to rate your perception of the process you are involved with.
- For questions 1, 2, 4, 6, 7, 10, 11, 12, 14, and 15 give 6 points for strongly agree and drop that by one point for each step down the scale, giving 1 point for strongly disagree.
- For questions 3, 5, 8, 9, and 13 reverse these scores, 1 point for strongly agree and 6 for strongly disagree.
- Add up the total score and divide by 15. That is your overall PQ score.
- Take the total for items 3, 8, and 9 and divide by 3 . That is your authenticity score.

QUESTIONS?



#WhatMattersToYou

Stephanie Massot

Leader, Innovation & Engagement

BC Patient Safety & Quality Council

“CONVERSATIONS THAT MATTER” RESOURCE: TOOLS FOR PATIENTS AND PROVIDERS



#WhatMattersToYou

A Guide to Having

Conversations About What Matters

Providers

1. Asking What Matters

- Establishing an Empathetic Relationship
- Understanding Your Patient in the Context of Their Life
- Making Time and Space for Questions

2. Listening to What Matters

- Active Listening
- Listening for Shared Understanding

3. Doing What Matters



Establishing an Empathetic Relationship: PEARLS*

P

Partnership

A

Apology

L

Legitimation

E

Empathy

R

Respect

S

Support

*a tool developed by Gabriel and Dutton (2009)

#WhatMattersToYou

Establishing an Empathetic Relationship: PEARLS*



-
- *What is it?* Communicating acceptance and validation of patient's feelings. Normalizing patient's emotional response.
 - *What does it accomplish?* Validates patient's experience and emotions. Lets the patient know they have been understood. May diffuse patient's strong emotions (e.g., anger).
 - *Example:* "Your reaction is very normal. Most patients are very anxious when waiting on test results."
-

*a tool developed by Gabriel and Dutton (2009)

Making Time and Space for Questions

Acute Care

Ideas to embed asking “What matters to you?” into acute care:

- Include in pre-admission process
- Enquire at admission
- Document on charts
- Create visual reminders such as on a “head-of-bed poster,” whiteboard or unit bulletin board
- Integrate in care planning/care conferences
- Embed in discharge planning

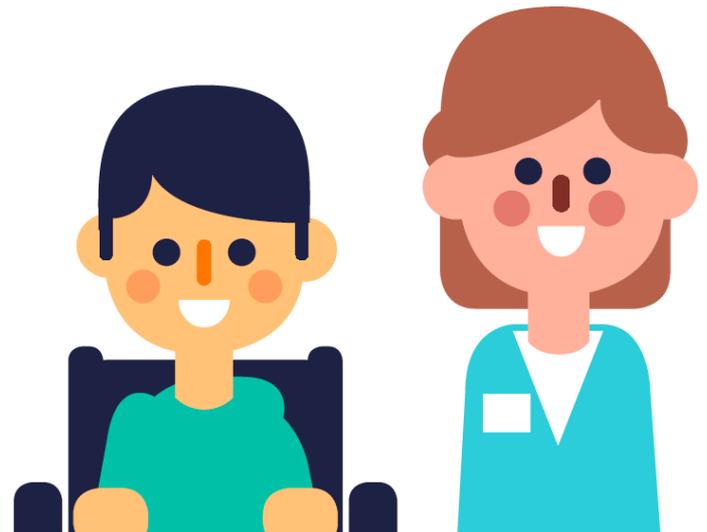
Detailed example:

Tool: Write “What matters to you?” at the “head of bed” and provide materials for the patient and their family members or caregivers to record their thoughts.

Scenario: Read the “What matters to you?” whiteboards, papers or other notes at the head of bed. If there is no information at the head of bed, invite patients and their family members or caregivers to write what matters to them. You can ask “What can I do to best support you in your care today?” or “Is there anything else you would like to share?” If the answer to these questions differs from what is written at the head of bed, update the information.

Patients & Family Members or Caregivers

1. Preparing for the Question
2. Sharing What Matters
3. Partnering for Action



The Patient Revolution

Think about a recent visit you had with a member of your care team, and what you did or didn't say. Did you hold back from saying something? Maybe one or more of these barriers (from The Patient Revolution) will be familiar to you:

I don't want my comment or question to make me appear unintelligent or concerned about the wrong things.

I don't want to be a burden to my provider.

I don't want my provider to think of me as a difficult patient.

I assume that decisions need to be made right away.

I worry I'll be judged if my choices are different from what most other people would do.

I worry I'll be judged for considering cost in making decisions about my health.

I assume that the provider's recommendation is the only option or the best option.

I assume that if an aspect of my life is important, the provider will ask me about it.

Sharing What Matters

Clarify Meaning

Asking clarifying questions can help even if you think you know what your provider is telling you. Give your provider plenty of opportunities to clarify or provide more details, and then summarize what you heard. This will ensure you aren't just hearing what they are saying, but understanding what they mean.

For example: "You said this treatment can have some mild side effects. What are those?"



Moving Forward Together

Once you've had the conversation we'd love to hear how it went!

Head to **WhatMattersToYouBC.ca** where you can choose to answer any of the following →

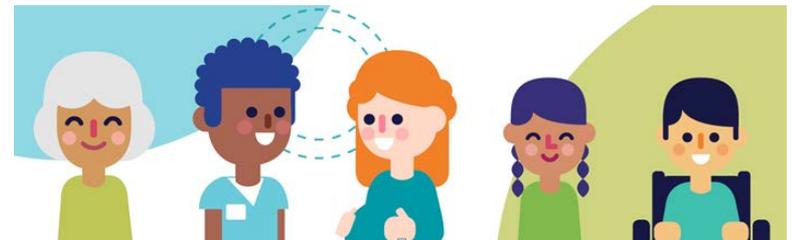
Who did you talk to?

How did it feel?

What happened?

What will you do differently in the future?

What was helpful in preparing to ask or answer the question?

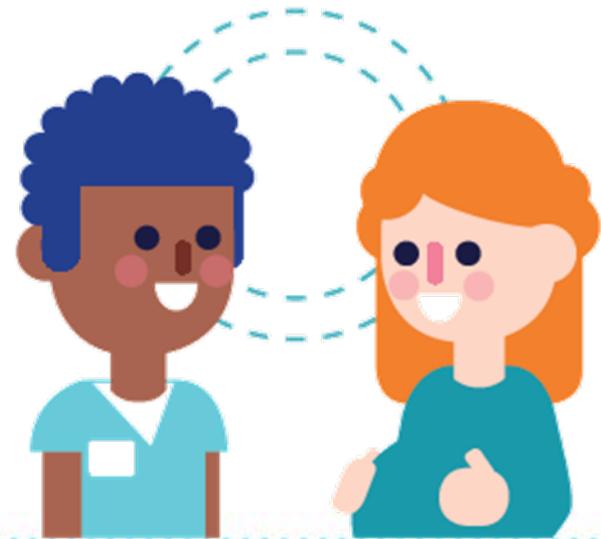


#WhatMattersToYou

References

1. Poulton T. 5 Ways to Improve Physician-patient Relationships: Taking the time to listen leads to better outcomes [Internet]. Chicago: American Hospital Association; 2016. Available from: <https://www.hhnmag.com/articles/7524-skills-that-can-help-health-care-improve-patientrelations>
2. Halpern J. What is clinical empathy? J Gen Intern Med. 2003; 18(8), 670–674.
3. Bryant L. The art of active listening. Pract Nurs. 2009; 37(6), 49-52.
4. Gabriel J, Dutton G. Basic interviewing skills for medical students [Internet]. Florida: Florida State University; 2009. Available from: <https://fsu.digital.flvc.org/islandora/object/fsu:208078/datastream/PDF/view>
5. Mental Health Works. Listening for Understanding: Workplace Strategies for Mental Health [Internet]. Available from: https://www.workplacestrategiesformentalhealth.com/pdf/listening_for_understanding.pdf
6. The Patient Revolution. REFLECT [Internet]. Minnesota: The Patient Revolution; 2018. Available from: <https://patientrevolution.org/tools/#reflect>
7. BC Patient Safety & Quality Council. Culture Change Toolbox [Internet]. Vancouver: BC Patient Safety & Quality Council; 2018. Available from: <https://bcpsqc.ca/resource/culturechange-toolbox/>

QUESTIONS?



#WhatMattersToYou

Edwina Nearhood

Patient Partner, Patient Voices Network

Fort St. John

**“WHAT MATTERS TO YOU?”
STORIES FROM THE PAST
TO PLAN FOR THE FUTURE**



#WhatMattersToYou

Aim of WMTY

- Encourage and support more meaningful conversations between patients and families, and health and social care providers

Stories of Success



#WhatMattersToYou

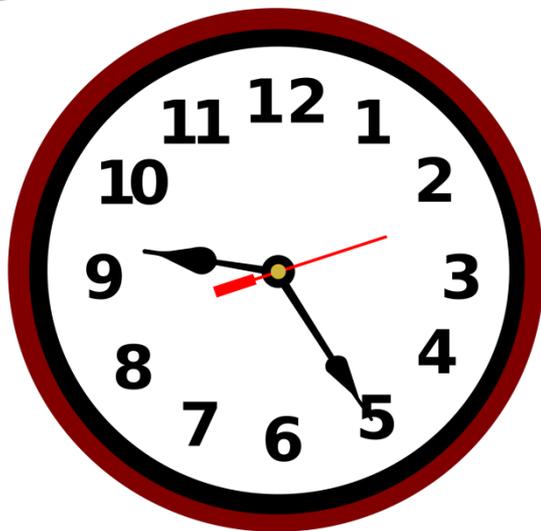
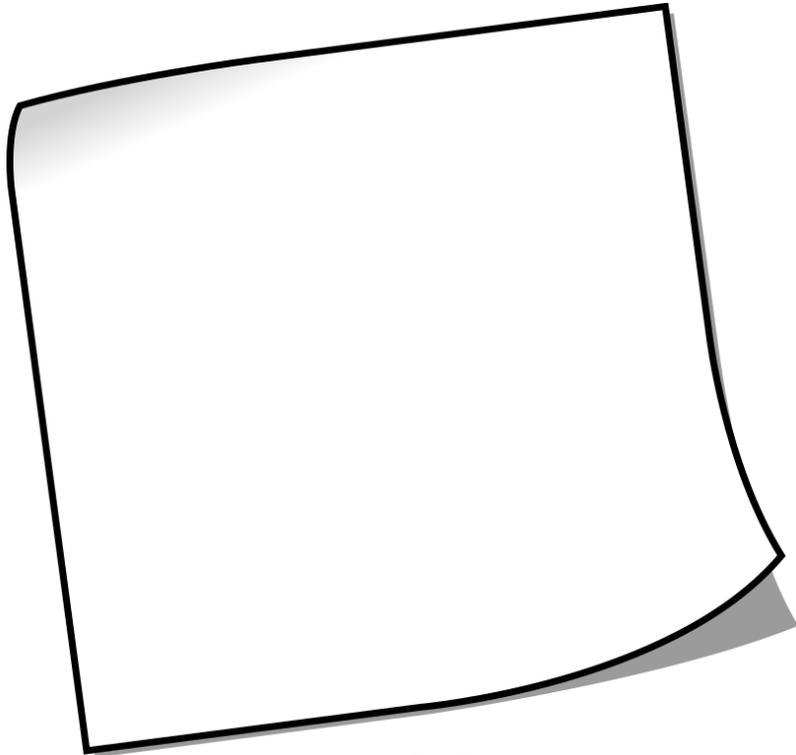
2017 Highlights

- City of Fort St. John Declares June 6 as WMTYD – well received by Mayor and Council with hopes that it would become an annual event and grow in the city
- Pop up information booths at Atrium & Emergency as well as Birthing Center gathering WMTY info from clients & staff
- FSJ Women's resource society participated

Planning for the Future

- Regional ambassador groups forming
- Community service groups
- Involve students
- Pop-up booths
- WMTY Resources
- Action and stories of impact





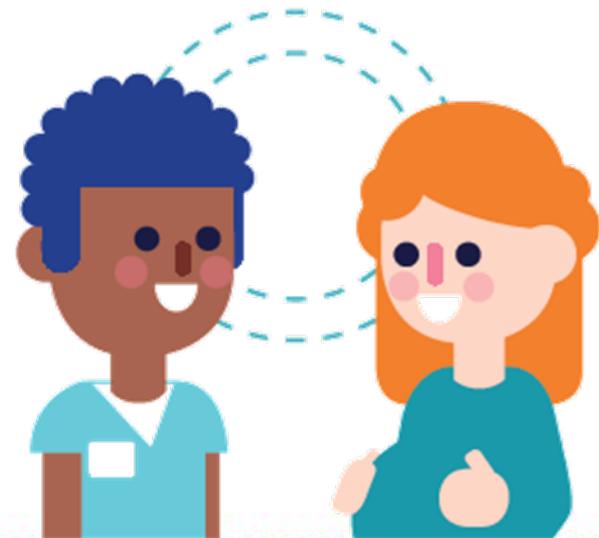
#WhatMattersToYou

Edwina Nearhood | PVN Patient Partner, WMTY Patient Ambassador

P: 250-785-3191

E: edwina@nearhood.ca

QUESTIONS?



#WhatMattersToYou

Taking Part is Easy!

Order and download resources, as well as sign up at www.whatmatterstoyoubc.ca to show your commitment to patient- and family-centred care.

Tools for What Matters

If you want to participate, we've created resources to help you promote the initiative:

- Posters
- Lanyards
- Lanyard cards
- Bookmarks
- Buttons
- Stickers
- Video



Upcoming Event

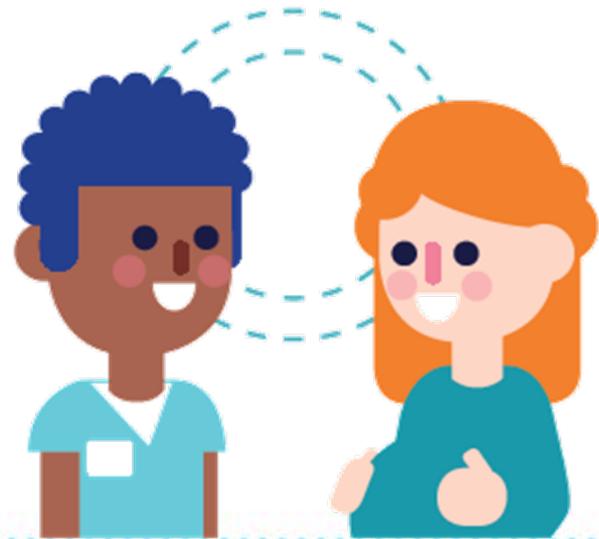
On **June 6 2018** we will have a day to remind ourselves to ask “What Matters” each and every day!



#WhatMattersToYou

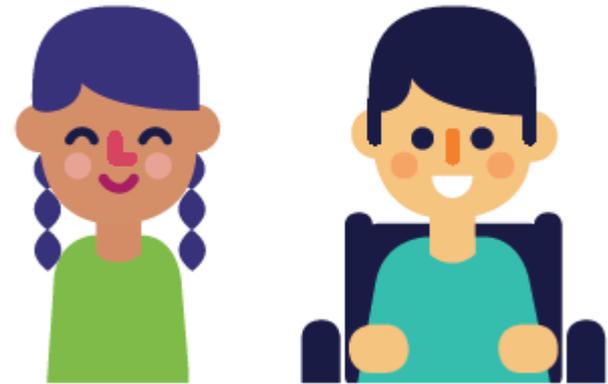
Email us: whatmatterstoyou@bcpsqc.ca

QUESTIONS?



#WhatMattersToYou

**EVALUATION &
THANK-YOU!**



#WhatMattersToYou