

# Engaging Patients and Citizens in Pharmaceutical Care – A Clinician's Perspective



# AGENDA

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- My Role and Environment
  - Health Care Professional with
- “expertise” (??) in HTA
  - How my views have evolved over time
- How patients are involved and influence my organization





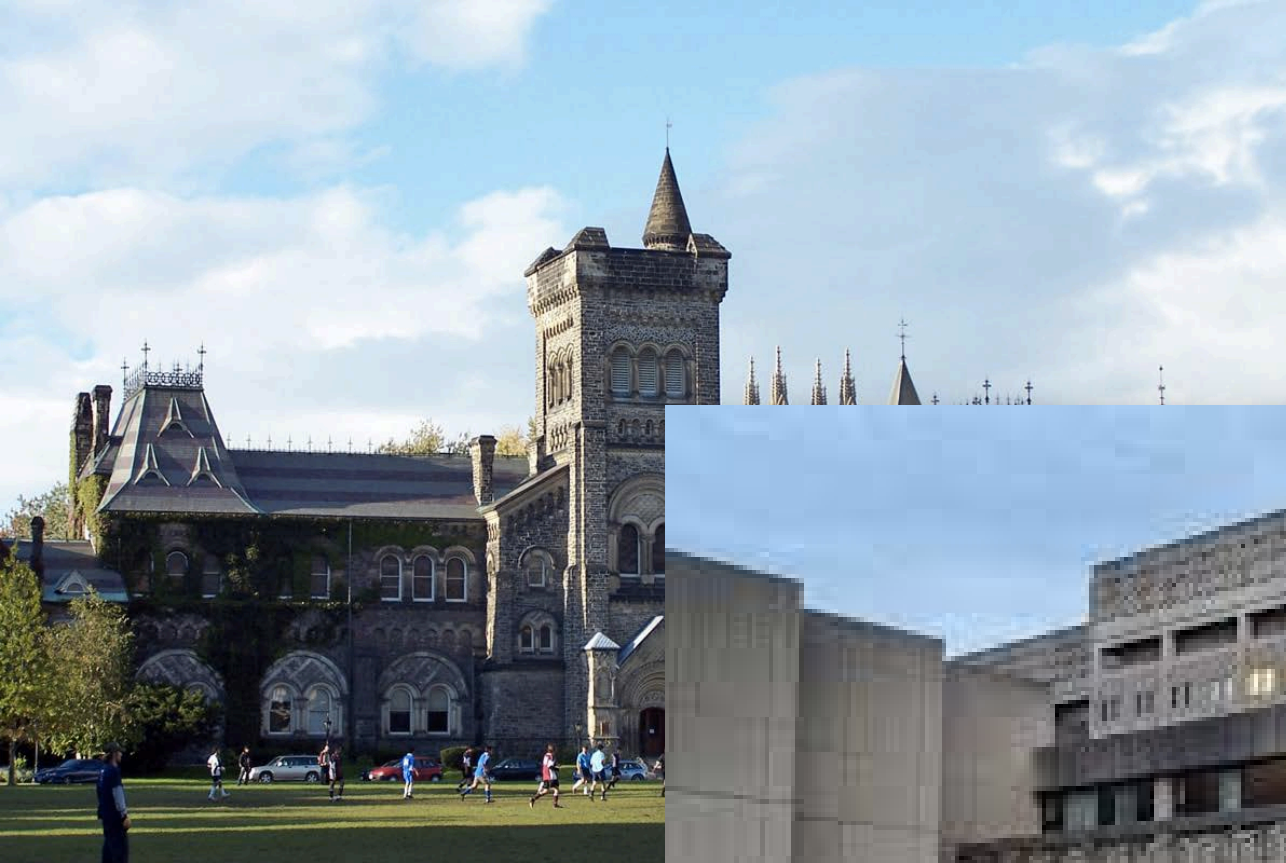
# UHN

Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab



## **2015-16**

- **1,295 beds**
- **15,000 employees**
- **\$2.1 B operating budget**
- **\$356 M in research**



UNIVERSITY OF TORONTO  
FACULTY OF MEDICINE









3 - 6 months

1-2 x per week

**\*\*Self-management**

# PATIENT PARTNERS PROGRAM



The Patient Partners Program recruits, selects, orients, and provides skill-building for UHN patients and caregivers, in order to contribute to important hospital planning and decision-making activities.

Contact us

Email: [partnersincare@uhn.ca](mailto:partnersincare@uhn.ca)



## Why Get Involved?

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Becoming a Patient Partner helps shape the care and service we offer our patients and caregivers. Through our program you:

- Share your thoughts and ideas
- Contribute to patient and staff safety
- Contribute to organizational change and transformation
- Work with staff to help improve care and service
- Learn about the experience of others
- Take part in skill-building activities



# Health e-University

- Evidence-based health information for patients and caregivers
- Written by health professionals in close collaboration with patients
- Removes barriers to access
- Plain language

The screenshot displays the Health e-University website. At the top, a teal banner reads "Health e-University". Below this, the main content area is divided into two columns. The left column features a large image of a bowl of fruit (apple, banana, grapes, walnuts) and a stethoscope. Below the image, a teal box contains the text: "Welcome to Health e-University", "You can prevent and manage chronic disease.", and "The colleges of Health e-University help people live and thrive with chronic disease." The right column is divided into two sections. The top section, titled "CARDIAC COLLEGE", has a blue background and lists three bullet points: "Understand heart disease.", "Manage your heart condition.", and "Make small changes for better health with the THRIVE program." The bottom section, titled "DIABETES COLLEGE", has an orange background and lists three bullet points: "Understand diabetes.", "Manage your diabetes.", and "Make small changes for better health with the THRIVE program." Each section is accompanied by a relevant image: hands holding a red heart for the Cardiac College and a bowl of fruit for the Diabetes College.

Health e-University

- Understand heart disease.
- Manage your heart condition.
- Make small changes for better health with the THRIVE program.

CARDIAC COLLEGE

Welcome to  
Health e-University

You can prevent and manage chronic disease.

The colleges of Health e-University help people live and thrive with chronic disease.

- Understand diabetes.
- Manage your diabetes.
- Make small changes for better health with the THRIVE program.

DIABETES COLLEGE



# Influence and Decision Making in Formulary Committees



Twelve Angry Men

Director – Sidney Lumet, Writer Reginald Rose, 1957

# Patient Centricity – ***“Nothing About Me, Without Me”***



# “Human Best Self”



Self Determination Theory– Deci & Ryan



“People living with”... are the **experts** in their own condition





**Patient  
Ombudsman**

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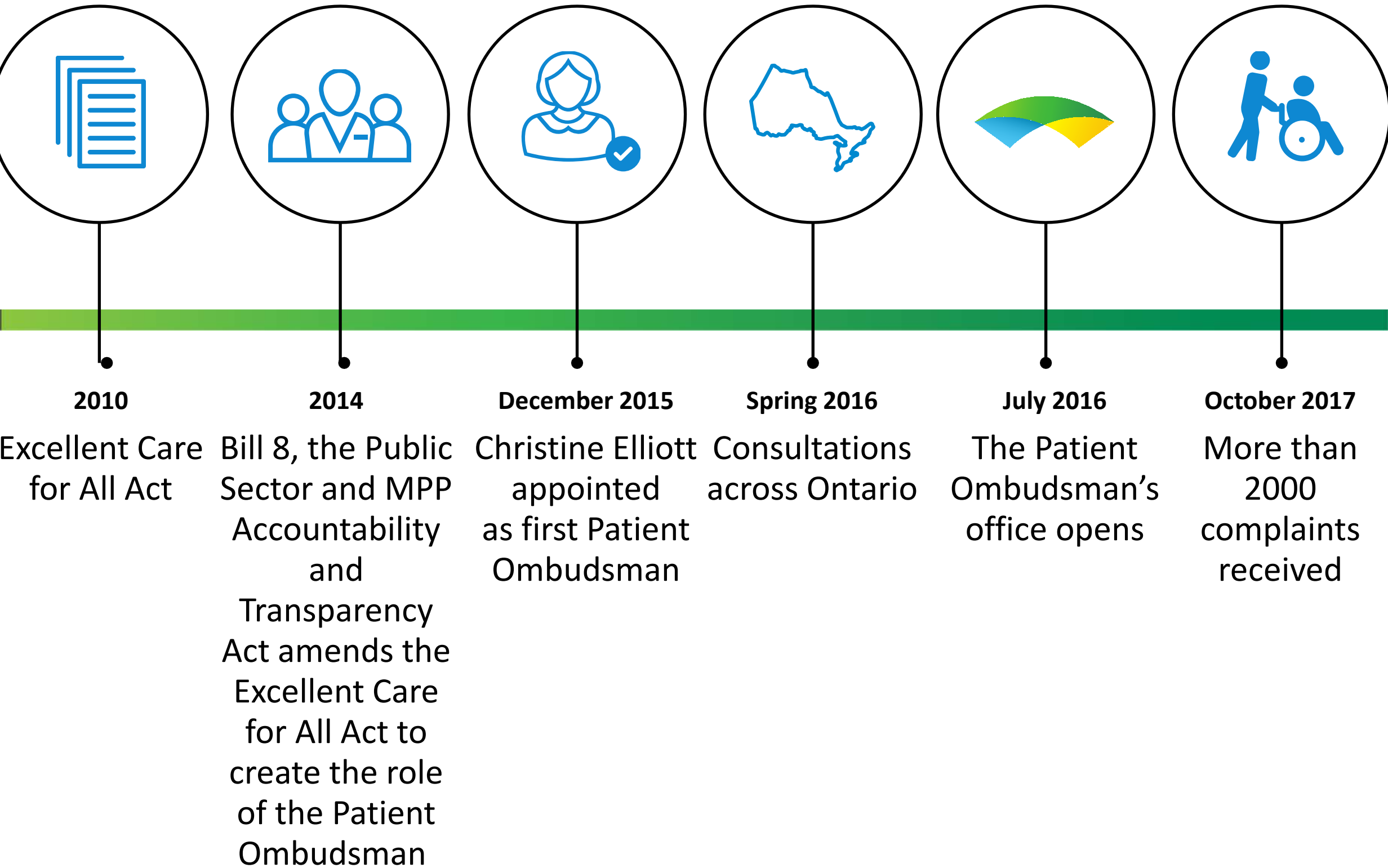
# Bridging the Healthcare Gaps:

**Our Journey So Far**



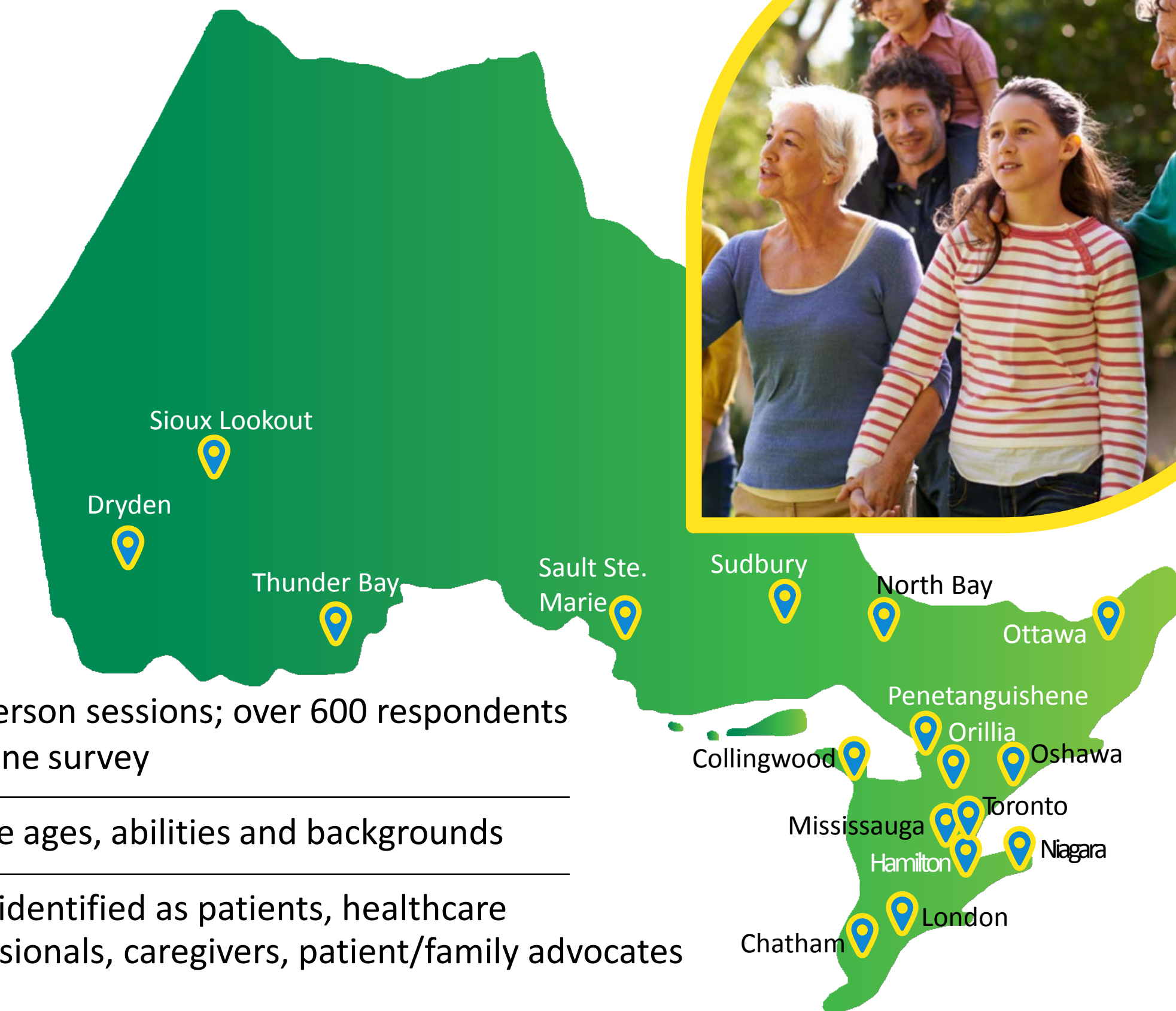
October 2017

# History of the Patient Ombudsman





## Listening to Ontarians' needs



4 in-person sessions; over 600 respondents to online survey

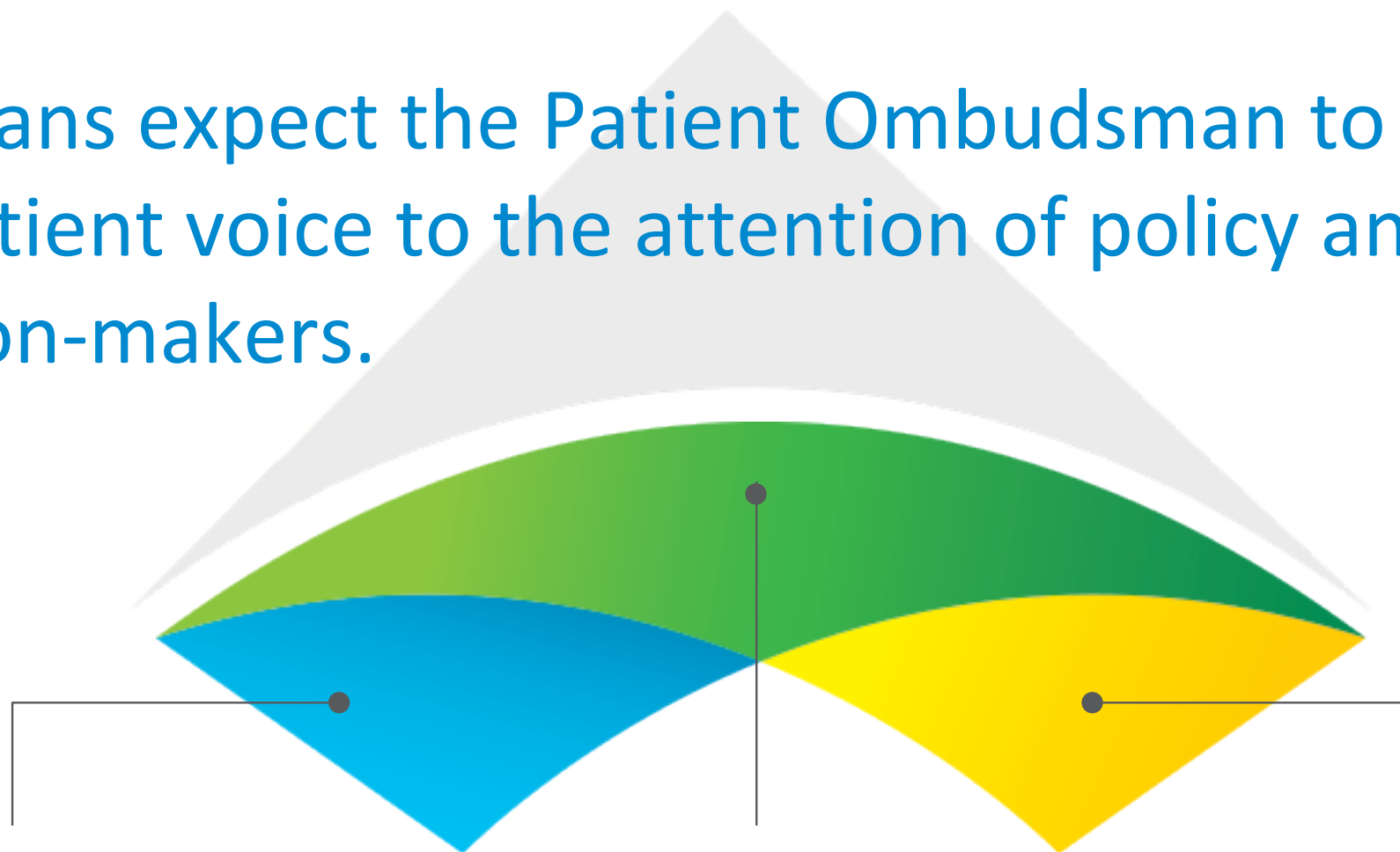
Diverse ages, abilities and backgrounds

Many identified as patients, healthcare professionals, caregivers, patient/family advocates

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# A Conduit for the Patient Voice

Ontarians expect the Patient Ombudsman to bring the patient voice to the attention of policy and decision-makers.



## Health sector organizations

- Traditional health care colour
- Credible
- Trustworthy

## Aspirational Role of Patient Ombudsman

- Vibrant
- Action-Oriented
- Fresh – a new perspective

## Patient Voice

- Cautiously optimistic
- Spotlight on the issues
- Full of hope for positive change

We are

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# Respectful Trustworthy Empathetic Fair

Our Vision, Mission and Values statements were informed by insights from Ontarians who let us know what they expect from us.





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## Who we oversee



**146**  
public  
hospitals



**630**  
long-term  
care  
homes



**14**  
community  
care access  
centres

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## Resolving complaints, fairly



**We also look at  
trends and patterns**

ne

# Communication

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**How to be inclusive and achieve meaningful dialogue with patients?**





# Coordination

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How can we work together to  
bridge gaps in health care?





# Access to Care

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Where are the gateways?







# Patient Ombudsman

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Every  
experience  
matters

