

TRAILBLAZER ADVENTURER
INNOVATOR DEFENDER CHALLENGER
ADVENTURER TRAILBLAZER DEFENDER VISIONARY
VISIONARY ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY

Using the Patient Story to Enhance CPD Programming

Lessons Learned from Patient Engagement at the
University of Manitoba



UNIVERSITY
OF MANITOBA

Declaration of Conflict of Interest

None



Patient Engagement



Shutterstock

- Patients are experts on the lived experience of disease, illness, and disability.
- Valuable educational resource for physicians.
- However, rarely incorporated into the continuing professional development (CPD) of practicing physicians.
- CPD Medicine asked the Patient and Family Advisory Council to provide Feedback on issues relevant to the design, improvement and delivery of health services.



Patient Feedback

- Collected through the Patient and Family Advisory Council of the Winnipeg Regional Health Authority.

Questions asked include:

- What are your thoughts on the support you received from your family physician?
- Describe a positive experience you had with a family physician?
- Describe a negative experience you had with a family physician?
- What are two things your doctor could do better to help you with the treatment and management of a particular condition?



Creative Commons



UNIVERSITY
OF MANITOBA

Patient Feedback



Creative Commons

Sample Responses

- All concerns were taken seriously and dealt with
- Thank you for listening and being open-minded
- Understand that hearing about a diagnoses can be very difficult and there may be many questions in follow up
- Getting the attitude of “Suck it up Buttercup” and just not having my chronic pain taken seriously
- Being able to email or text the Physician to ask simple questions



Moving Beyond Quotes...

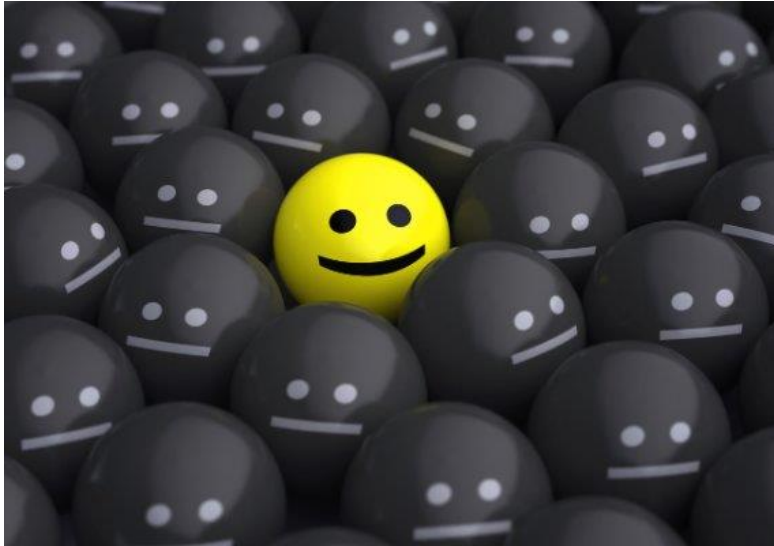
- Integration of patient voice video into programming (Chronic Pain Day)
- Patient presenters (Obesity Day)
- Providing network opportunities during CPD faculty development events (PLANS)
- Integration of patient voice into planning committees. (representative from patient advocacy council)



CPD Medicine
Continuing Competency and Assessment

Welcome
November 27, 2015





LinkedIn.com

Patient Advocacy in the Scientific Planning Committee

- Established SPC
- Integration slow process
- Opportunity to educate the SPC
- Patient Advocate-resource

Barriers:

- Communication
- Culture shift takes time



ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY INNOVATOR

TRAILBLAZER CHALLENGER DEFENDER VISIONARY INNOVATOR EXPLORER TRAILBLAZER CHALLENGER DEFENDER VISIONARY INNOVATOR EXPLORER



Shutterstock

- Proceed slowly but continue to maintain momentum.
- Use established SPC's to trial patient voice opportunities into CPD events.
- Set goals for integrating patient advocacy into annual events with the SPC.



- Create network opportunities for patient advocacy groups with CPD leaders



- Resource (quotes, speakers, multimedia)
- Source of unperceived needs



TRAILBLAZER ADVENTURER
INNOVATOR DEFENDER CHALLENGER
ADVENTURER TRAILBLAZER DEFENDER VISIONARY
VISIONARY ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY
ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY ADVENTURER TRAILBLAZER CHALLENGER
TRAILBLAZER CHALLENGER DEFENDER VISIONARY ADVENTURER TRAILBLAZER CHALLENGER



UNIVERSITY
OF MANITOBA