Building Family/Resident Engagement in Alberta

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The Need for Family/Resident Engagement in Continuing Care in Alberta

- National and provincial health care standards
- ⇒ Accreditation Canada
- ⇒ Continuing Care Health Standards effective January 2016 (revised June 2018)
- Provincial legislation
- ⇒ Resident and Family Councils Act (enacted 2018)

Basis for an Engagement Model ¹

Continuum of engagement Levels of Partnership and shared leadership Consultation Involvement engagement Patients receive Patients are Treatment asked about their decisions are information preferences in made based on about a treatment plan patients' diagnosis preferences, **Direct care** medical evidence, and clinical judgment Patients co-lead Hospital involves Organization Organizational surveys patients hospital safety patients as design and about their care and quality advisers or advisory council governance improvement members committees Patients' Patients have equal Public agency recommendations representation on conducts agency committee about research focus groups that makes priorities are with patients Policy making decisions about used by to ask opinions public agency how to allocate about a health to make funding resources to care issue health programs decisions Factors influencing engagement: Patient (beliefs about patient role, health literacy, education) Organization (policies and practices, culture) Society (social norms, regulations, policy)

1 Carman KL, Dardess P, Maurer M, Sofaer S, et al. Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies. Health Affairs Vol. 32, No.2.

ICCER Engagement Model for Continuing Care



