Engaging Patients for Better Care- Patient Empowerment & Engagement in Hospital Authority

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Strategic Direction for HA

- *'Helping People Stay Healthy':*

  a) **Manage** the rapidly rising hospital **services demand**
     - **Reduce unnecessary hospitalizations**/ hospital services utilization
     - Facilitate **early discharge**

  b) **Empower** patients: improve **quality** of disease management and facilitate more **efficient use of resources**

Benefits of Patient Engagement

✓ **Develop More Appropriate Care**

- Services and policies - designed, delivered and evaluated based on actual rather than presumed needs
- Shared information and decision making

✓ **Improve Care for Long-term Conditions**

- Increase patients' abilities to manage disease, adopt healthier behaviours, and use health services more effectively (cost-saving)
- Increase care-giver coping skills and efficacy

✓ **Enhance Quality of Care**

- More effective, better targeted
- Improve patient experience & trust

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Major Departments in HAHO Involved in Patient Engagement

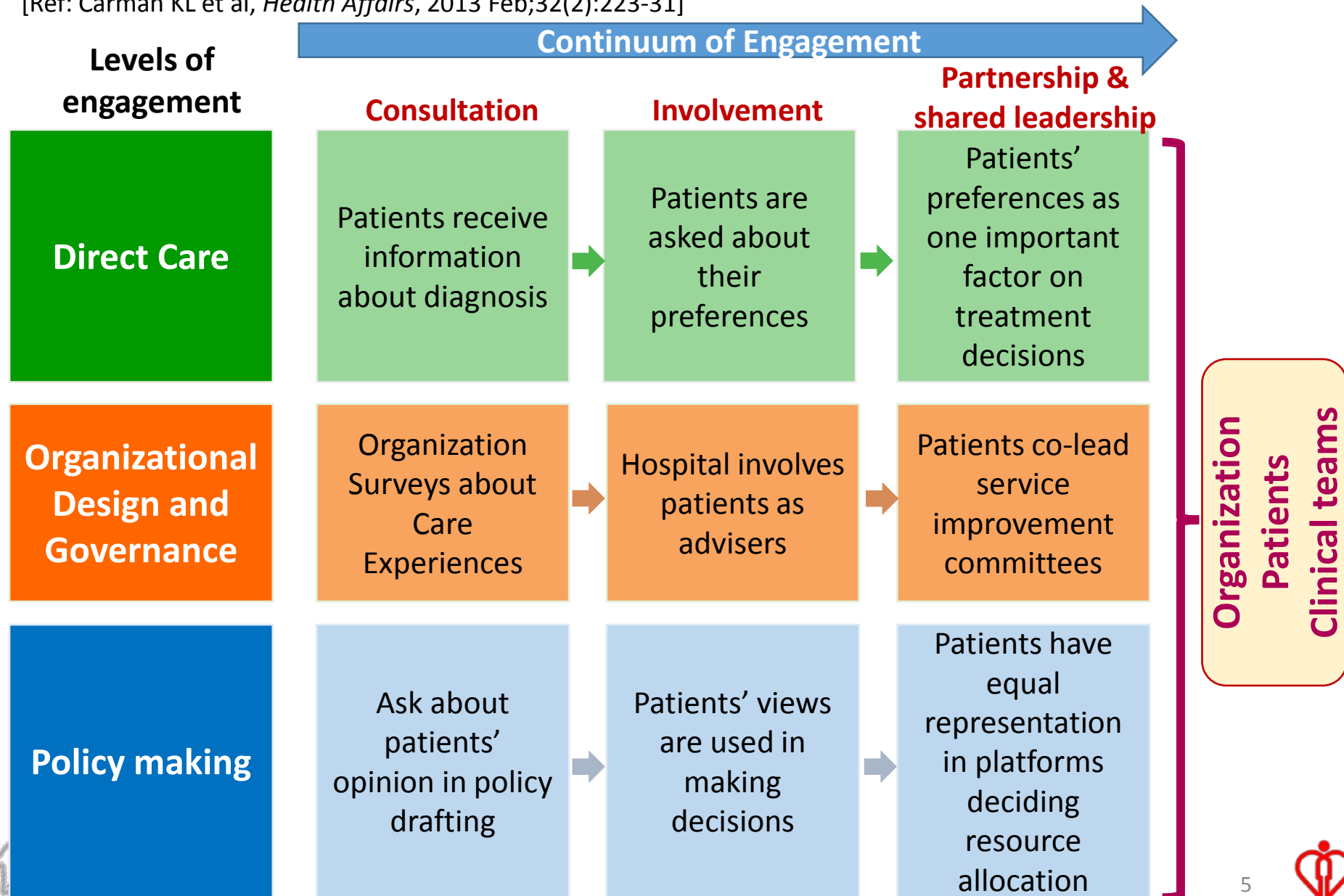| Corporate Communications	Patient Relations & Engagement	Primary & Community Services
• **Community leaders and Stakeholders** • **Media & Public Communication**	• **Patient Satisfaction Surveys** • **Patient Feedback/ Complaint Mechanism**	• **Work with Patient Resource Centres (PRCs)** 1. **Patient Empowerment** 2. **Support Patient Group** 3. **Volunteer Development** 4. **Community Partnership**

Cluster + Head Office + Board Levels

Framework for Patient & Family Engagement in Health and Health Care

[Ref: Carman KL et al, *Health Affairs*, 2013 Feb;32(2):223-31]

Continuum of Engagement →

Levels of engagement	Consultation	Involvement	Partnership & shared leadership
Direct Care	Patients receive information about diagnosis	Patients are asked about their preferences	Patients' preferences as one important factor on treatment decisions
Organizational Design and Governance	Organization Surveys about Care Experiences	Hospital involves patients as advisers	Patients co-lead service improvement committees
Policy making	Ask about patients' opinion in policy drafting	Patients' views are used in making decisions	Patients have equal representation in platforms deciding resource allocation

Organization
Patients
Clinical teams

Patient Engagement in Direct Care (1)

- **Structured education/ information sharing**
  - Smart Patient Website, Health InfoWorld, Leaflets, Posters

- **Empowerment programs**
  - Organized by clinical teams or Patient Resource Centres (by clinical teams and volunteers), Community Health Call Centres (by registered nurses), Patient Empowerment Program (by NGOs)

Patient Engagement in Direct Care (2)

- **Patient group support**
  - Information kiosks & stations set up in clusters & SOPCs on community resources and disease management
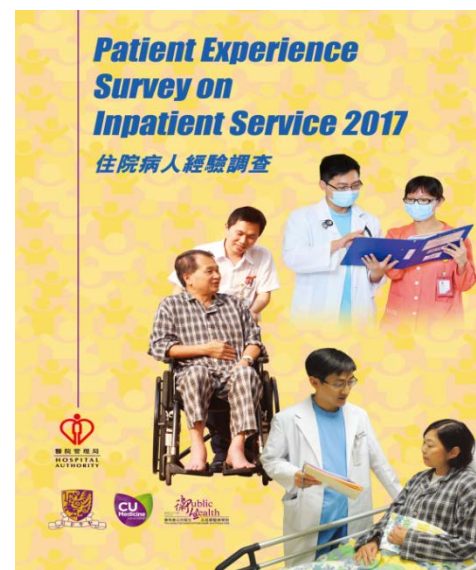

- **Shared decision making**
  - Involvement of patients in discussion of individual care plans and options, preferences

Patient Engagement at Organizational Level (1)

- **Care Experience - Communication, feedback and complaint handling**
  - Patient Forum & Newsletters, Patient Experience & Satisfaction Survey, Complaint management system

Patient Engagement at Organizational Level (2)

- **Patient representation in organisational governance as advisers**
  - Patient representatives in Board and Committees (e.g. HGCs)
  - Patient Advisory Committee: chaired by CE + 10 patient representatives

- **Nurturing of Patient Leaders**
  - Patient Partnership in Action (PPIA) – structured program to enhance health literacy and understanding of HA structure, governance and operations

Patient Engagement at Policy Level

- **Increased transparency in policy making**
  - HA Annual Planning Cycle, Patient sessions on specific projects e.g. hospital redevelopment

- **Government Policy**
  - Consult patient representatives / community
  - Patient representatives as members of selected working groups/ committees

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Challenges

- Patients' readiness: health literacy, cultural background, socio-economic background, family/ carer support

- Clinical teams' concerns: overworked, insufficient training/ skills, loss of professional autonomy, invite criticisms

- Vested interests, draining of resources to establish & maintain partnership

- Costs : Tangible & Intangible

- System barriers: sharing of information, funding arrangement, organization rules and regulations

- Society's expectations: transparency and participation

Enablers

- Governance structure & coordinating platforms
  - Interface meetings to strengthen medical social collaboration

- Increase capacity of Staff as well as the Community/ Patients
  - Human resources
  - Training & skills transfer

- Information capture and sharing, interactive platforms
  - IT & other format, Web-site, Apps

- Facility and infrastructure: e.g. shared facility with NGOs

- Funding arrangement

Thank You