



HCAC 2023

7TH QUALITY HEALTH CARE CONFERENCE AND EXHIBITION

Nov 13th-15th 2023

Globalization Toward Quality & Patient Safety
A Future Perspective

الجودة من منظور عالمي - تطلعات مستقبلية

Patient Engagement VS Experience Experience

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Patient Engagement

Refers to the involvement of patients in their healthcare. It involves empowering patients to take an active role in their care, such as by participating in decision-making, managing their health, and providing feedback to healthcare providers.

Patient engagement can lead to better health outcomes, improved patient satisfaction, and more effective use of healthcare resources



Importance of Patient and Family Engagement

By involving patients and families in **decision-making, policies, and quality improvement projects**, we can create a more responsive and innovative care system that **improves health outcomes and reduces safety incidents**. This also leads to **shared accountability, better patient management**, increased participation in studies, and lower per capita costs.



Patient-centered care

is an approach to healthcare that places the patient at the center of care. It involves understanding the patient's needs, preferences, and values, and tailoring care to meet those needs. Patient-centered care emphasizes collaboration between healthcare providers and patients to make informed decisions about the patient's care.



Patient Satisfaction

a person's positive feeling of pleasure or disappointment resulting from comparing a product or service's perceived performance or outcome to his or her expectation



Community Engagement


It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and, in some instances, active participation in government decision-making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge, and experience



Patients Engagement Framework

Ministry of Health

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Purpose of the Framework

The purpose of the Consumer and Community Engagement Framework is to establish a best practice model for engaging with consumers and community to build partnerships that manage resources and enable services.

This Framework outlines guiding principles and strategies to enable authentically engagement and co-design. It includes a toolkit & guide to be used by all, providing a process to plan, develop, action, and review engagement strategies in line with our guiding principles

This Framework aims to encourage and assist the health services to initiate engagement with consumers and community from the outset of our work, and to enable the health services to be a better partner in community led projects.

Guiding principle

Three key domains of organizational operation :

- Service planning & design
- Service delivery
- Service monitoring and evaluation

Four different levels of engagements :

- Individual
- Service
- Network
- System

Putting the framework into practice

The main **elements** of Engagement framework implementation :

1. **Inform**
2. **Consult**
3. **Involve**
4. **Collaborate**
5. **Empower**



11/21/2023



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Example of framework implementation :

Individual

Inform

Has access to their health information in an uncomplicated, easy, and timely manner

Consult

Understand all their care plan options

Involve

Helps to inform their care plan by asking questions and sharing their goals and preferences

Collaborate

Co-creates their care plans and health goals and collaborates in ongoing self-care and self-management

Empower

Supported in deciding what is in/out of their care plan

Example of framework implementation :

Programs and Services

Inform

Has the information they need to understand the program

Consult

Supported in providing feedback on a draft or concept

Involve

Preferences, needs, and core elements of person-centered care are understood and used for program design

Collaborate

Co-creates the program or service

Empower

Make some or all program-related decisions



Example of framework implementation :

Organization (SOPs Planning & Governance)

Inform

Understands
the policy and
its broader
goals

11/21/2023

consult

Share
feedback on a
draft policy
statement

involve

Interests,
preferences
needs and
concerns
inform the
policy

collaborate

Partners in
developing the
policy

empower

Make some or
all the
decisions
about what is
included in the
policy

Elements of Engagement at the community level

Inform

To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and/or solutions.

Consult

To obtain client feedback on analysis alternatives and/or decisions.

Involve

To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

Collaborate

To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

Empower

To place final decision-making in the hands of the public.



Pre-care

Inform

Staff share complete and unbiased information , at the right time , clinical reminders and appointment reminders start patient engagement .sharing information well before the patient ever arrives benefits both doctors and the patient

Collaborate

Staff invite chosen families to join the care team

During -care

Inform

Staff wear name tags and explain their roles to patients during new interaction.

Involve

Staff ask patient and families what matters to them , understands their needs and experiences , and build them into care plan.

Collaborate

Staff work with families on visit, privacy and confidentiality procedures , so their needs are met while respecting legal bounds.

Pre-Discharge

Inform

Staff educate families on strategies to support their loved one post-discharge in way that are affirming , useful, and accessible .

Consult

Staff ask and listen to patient and family feedback on their experience of program and use information to improve the service .

Collaborate

Staff work with patient and families to create a transition and post –treatment safety plan.

Post -Discharge

- Collaborate

Staff work with patient and families on internal committees , using their experience to improve the service .

Impower

patient and families co-chair committees focused on patient experience , ideate and direct new projects.

How to implement the engagement mechanisms for each element of engagement?

Inform

Consult

Involve

Collaborate

Empower



- Media
- Fact sheets
- Websites
- Displays



- Focus groups
- Surveys
- Submissions
- Discussion papers



- Workshops
- Conferences
- Working groups eg: international health days



- Participatory decision making
- Taskforce
- Working groups



- Steering committees
- Quality Committee
- Boards.

Patient Experience

refers to interactions that patients/ clients have with the healthcare system, including their care from doctors, nurses, and staff in the healthcare facilities, patient experience includes several aspects of healthcare delivery that patients value highly when they seek and receive care, such as getting timely appointments, easy access to information, and good communication with health care providers (Empathy).



PX at Strategic Level

Oman Health Vision 2040.....

“Quality Care and Sustained Health for All”

To achieve the MOH Vision and Mission....

To be a Center of Excellence Delivering best Quality Healthcare Services

PX at strategic level

Reducing the burden of healthcare requirements by the local population.

By implication, the need to review the patient experience (PX) with all MOH stakeholders starting from top management and decision makers until the end-users including patients.

Identify ways to build patient engagement whilst improving clinical outcomes is key.

PX Assessment benefits

Increase in PX-focused streamlined processes at different patients' touch points.

Reduction in patient complaint by patients and their care givers.

Reduction in duplication of effort (patients /healthcare workers).

Improvement in Patient and healthcare worker satisfaction and experience .

Improvement in quality of care and patient safety.

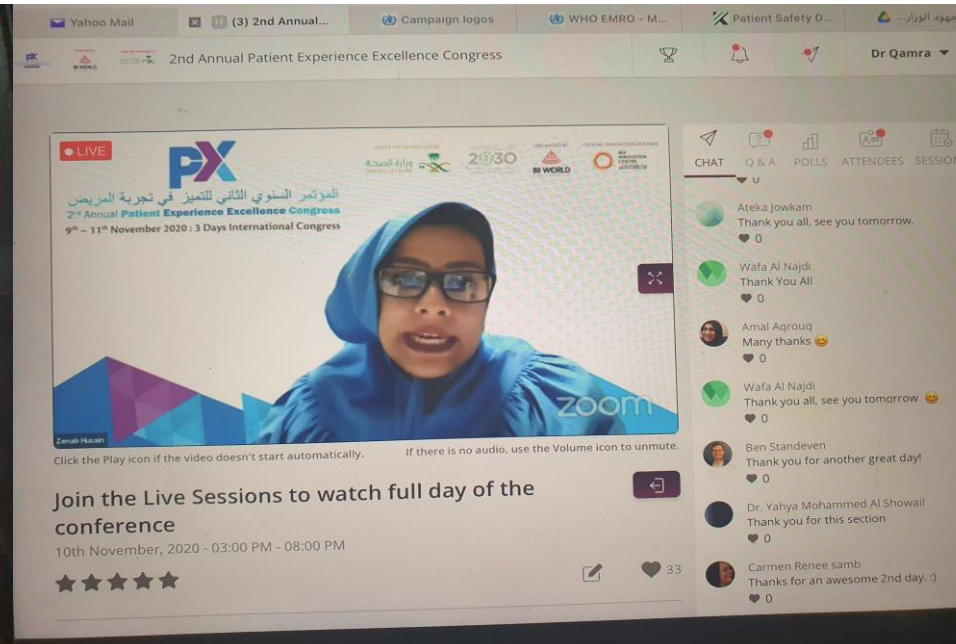
Optimising the Online Patient Experience

What do patients like about online consultations?

- for online consultations to succeed patients must accept them
- so how do patients actually feel about using online consultations and which benefits that most meaningful to them?
- Kruse *et al* undertook a systematic review of all the literature on patient satisfaction with telehealth and telemedicine published between 2010 and 2017
- 44 articles and books were abstracted from the literature

Source: Kruse *et al* (2017)

Factor	Frequency
Improved outcomes	24
Preferred modality	12
Ease of use	11
Low cost or cost savings	9
Improved communication	9
Travel time	8
Improved self-management	7
Quality	5
Increased access	4
Increased self-awareness	4
Decreased wait times	4
Fewer miles driven	4
Decreased in-person visits	3
Improved self-efficacy	3
Fewer missed appointments	3



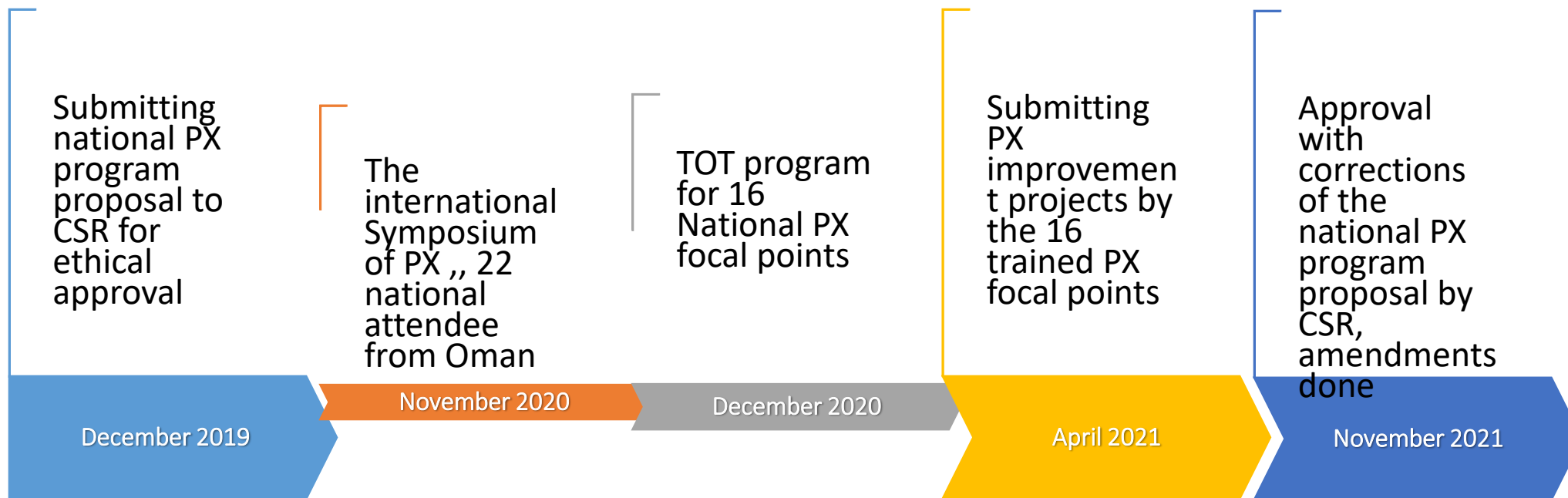
Zoom Meeting: 2nd Annual Patient Experience Excellence Congress

Join the Live Sessions to watch full day of the conference
10th November, 2020 - 03:00 PM - 08:00 PM

33 likes



PX National Program Timeline



Key message

Evaluating patient experience along with other components such as effectiveness and safety of care is essential to providing a complete picture of health care quality.



THANK YOU