

7th Global Patients Congress

9-11 April 2016



International Alliance of
Patients' Organizations
A global voice for patients

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Patients Determining Measures In Healthcare: Strategy to Influence Healthcare Policies & Practices

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Session outline

- Relevance & Intent of Patients identifying measures of healthcare performance
- Approach taken & results
- Sharing & mobilizing patient experiences as evidence

Relevance & Intent

- Patients/patient groups & organizations have expressed concerns re healthcare....
- Patients have many negative experiences....
- Decision makers want evidence to support stories & experiences
- Patient voice – an empty echo?

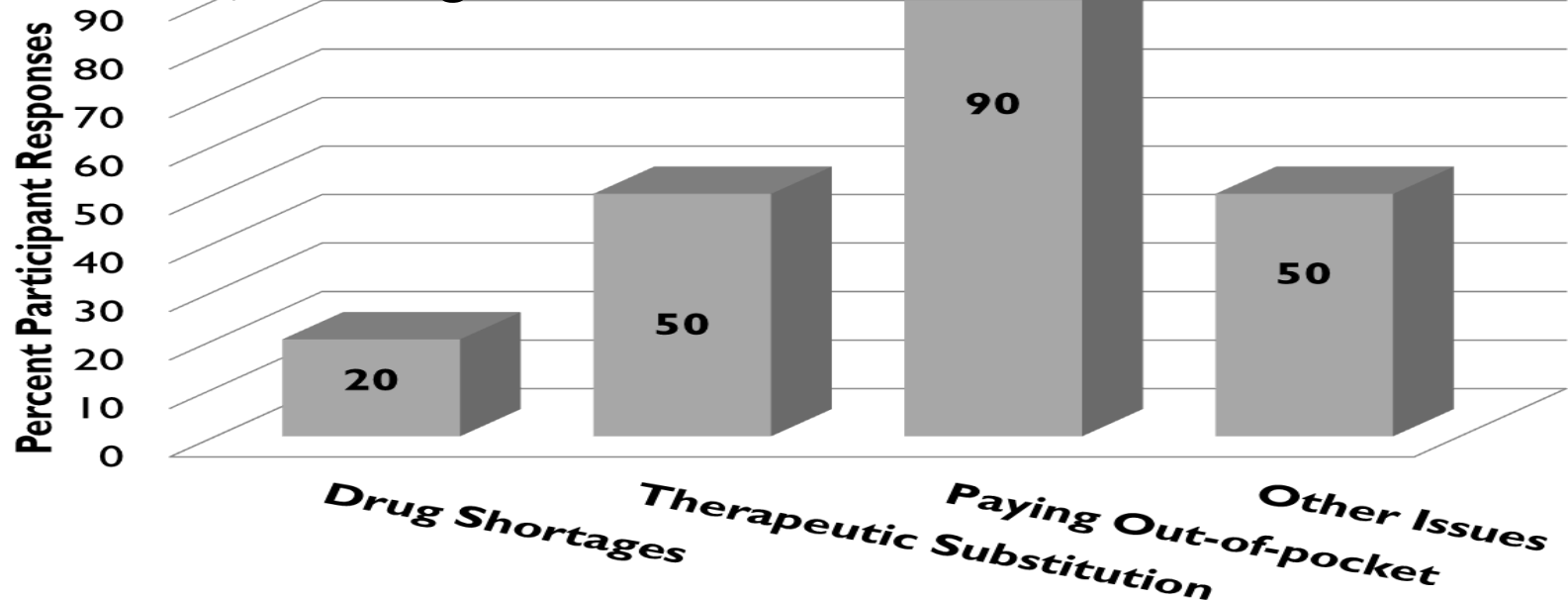
Approach Taken & Results

- Patient/community engagement – to determine how to measure healthcare experiences
- Measures of healthcare system performance: access, wait times, diagnostics, drug programs, etc.
- Surveys, focus groups & validation pilots
- Mapping of patient experience indicators & measures – processes and outcomes

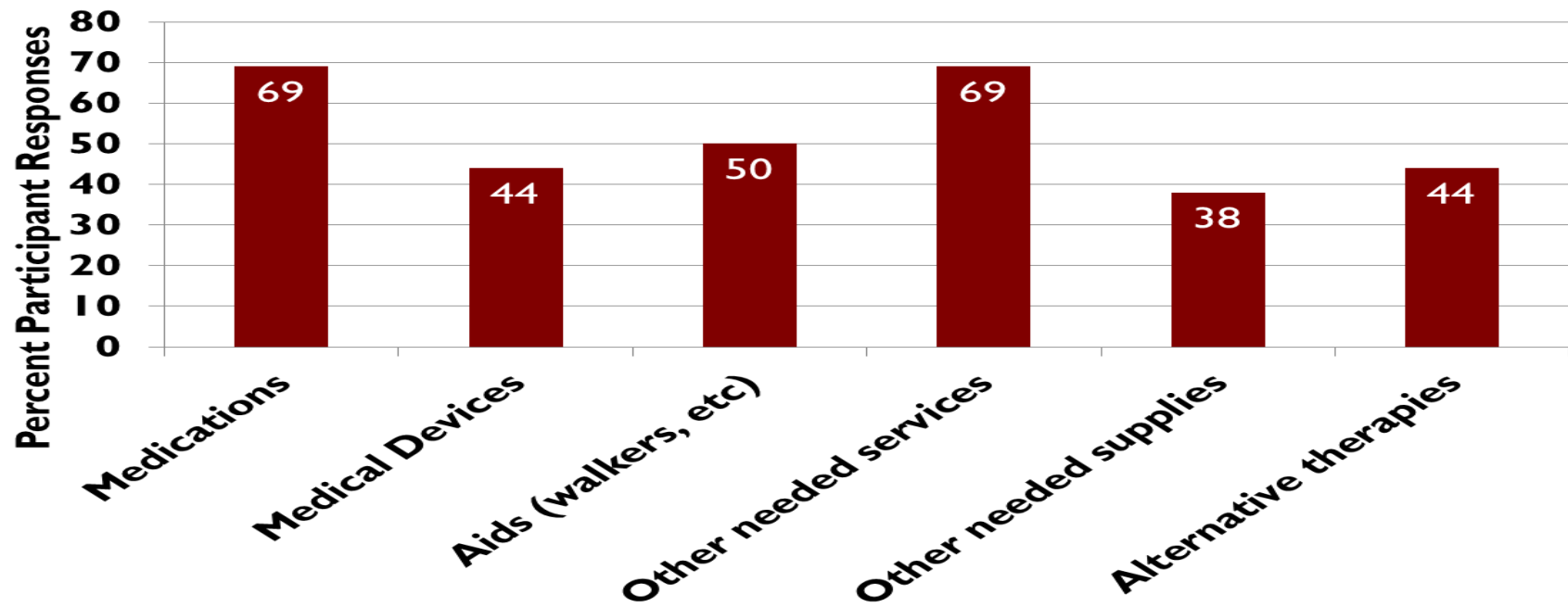
Results - Measures/Experiences

- 12 general healthcare indicators; 9 for primary health care; 15 for continuing care & 36 for drug programs.
- Sample Measure Questions: “Do you or other individuals your organization serves have....”

... difficulties/challenges with:



... issues/problems with appropriate and timely access to:



Sharing & Mobilizing Patient Measures/Experiences

- Aimed at macro, meso and micro levels
- Aligning stories and results – evaluation of patient’s healthcare experience and outcomes
- Informing Policy & Practices - recommendations

Improving Pharmaceutical policies and programs

Improving Access and Coordination of Primary and Continuing Care

Pharmaceutical strategy must be comprehensive, universal, accessible, efficient, effective and safe

Engage Stakeholders in program and policy decisions through Stakeholder Advisory Committees

Address pharmaceutical prescribing and monitoring issues

Engage patients & other stakeholders in developing healthcare policies and strategies

Implement a Primary Health Care Strategy)

More focus and dollar investment on primary prevention, health promotion, including prevention of risk factors related to chronic diseases

Develop a revised continuing care strategy including case and chronic disease management and community-based care

Conclusion

- Patients/patient groups are capable of measuring/evaluating the healthcare system
- Greater numbers of patients provide standardized ratings/evaluation
- Evidence complements patient stories
- Decision makers get evidence they need on healthcare performance to inform policy & practice changes

Contact us

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Please visit our websites to find out more:

www.bestmedicines.ca

and

www.healthcoalitionab.ca

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Thank you