

Topic: Patient Values

Local Health Involvement Group Report
to the Board of Directors

Highlights from the Community

Fall 2016



Meeting Details

A total of 4 regional Local Health Involvement Group (LHIG) meetings took place between June & October 2016 (3 English, 1 French).

Total attendance:

22 LHIG member participants

5 board member participants

Feedback from Participants

- Good thoughtful discussion
- Learning experience
- Very constructive
- Productive & informative meeting
- It's interesting to hear of the work others are doing

100% positive response to the content and organization of the meetings

Meeting Context

Each health region in Manitoba is being asked to develop a Declaration of Patient Values (DPV) in consultation with residents. A public, online survey was developed to help populate the content of the DPV and the LHIGs helped give direction as to its design and use.

The differences between personal, organizational and patient values were explored. LHIG members gave input into actions or expectations associated with specific values and how they would like to see patient values used throughout the organization.

As homework, LHIG members were also asked to complete and spread the word of the public online survey on Patient Values.

Themes/Thoughts

The Concept

- Words on the wall are not enough- patient values need to be associated with actions.
- A Declaration of Patient Values needs to seen as a component of patient-centred care and embedded into the culture of the organization. Several groups suggested using the information from the DPV in huddles with staff, at staff meetings or as sacred moments (which is a practice of many staff groups).
- All layers of the organization need to be engaged in the discussion of patient values and how they can be put into action- because it matters to everyone.
- Keep the message alive!- where organizational values are discussed, so should patient values.

The Design

- All values should carry the same weight: make sure all values are the same size to avoid implying greater importance of any value.
- Consider your audience- a clear and simple version for the public and more detailed version with concrete examples and actions for staff should be considered.
- White background with black font makes it easier to read. Too many graphics take away from the content.
- Use declarative language which is more direct and more personal.

The Actions

Attaching actions to values gives them life and gives people a concrete and clear description of the value.

- LHIG members gave many interpretations and examples to the meaning of each value.
- These examples will be used to create the final Declaration of Patient Values.
- The final Declaration of Patient Values will be completed in early spring 2017 and will be distributed across the region.