



BC EMERGENCY MEDICINE NETWORK

Exceptional emergency care. Everywhere.

WHAT DOES PATIENT ENGAGEMENT MEAN TO THE BC EMERGENCY MEDICINE NETWORK?

- + Patients are actively collaborating in governance, priority setting, program activities and knowledge translation
- + Patients are true partners and have an equal voice
- + Our initiatives are of importance to patients and will make an impact towards patient-centred care

Our Mission: Sharing, supporting and innovating to improve patient care

HOW ARE PATIENTS INVOLVED IN THE EM NETWORK?

- + Participating on Advisory & Clinical Resources Committees
- + Providing input on the website and suggesting resources
- + Providing feedback on evaluation plans
- + Involved in planning and sustainability conversations
- + Presenting on the Network at various venues/committee
- + Identifying opportunities to promote the Network
- + Planning for a patient and public council
- + Contributing to publications and being part of the authorship team
- + Reviewing clinical resources (patient information sheets) to ensure they are relevant to patients
- + Sharing ED experience via the “ED Patient Experience and Patient Outcome Survey” –a survey of 12,000 patients

The ultimate goal is a system where patients play a greater role in shaping emergency care in BC

“The BC EM Network can and will help everyone. Be it the physician finding information they need at a key moment, or a patient who doesn’t have to take a long drive someplace else.”

- Ed Martin, EM Network Patient Partner

Patient Partners on Governing Committees



HOW ARE WE ENSURING MEANINGFUL ENGAGEMENT?

We are conducting an evaluation to understand whether our patient engagement efforts have been successful from both patient and provider perspectives; where improvement is needed; and, how patient engagement has impacted the BC EM Network.

This material has been reviewed and approved by patient partners with the Patient Voices Network.



Common Courtesy + Common Sense
= Basic Person and Family Centred Care



Kim Eggers, Patient Voices Network Patient Partner and BC EM Network Advisory Member

“Wonderful leadership of the Network’s committees has been key in making the Patient Partners feel they are part of the team. They have seen to it that we are truly embedded at every opportunity.”

CLEAR AND RELEVANT PATIENT INFORMATION

Patient Partners, Pamela and Jolaine initiated a project to include patient input into patient information sheets distributed in EDs to ensure they are useful and clear for patients.

The EM Network currently holds a database of 66 patient information sheets in multiple languages, sourced from health authorities and partner organizations.

Pamela and Jolaine are reviewing all sheets using a template they created. The revised resources will be shared with all EDs across BC.

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