Using Patient Stories for Learning and Improvement

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The AMS Phoenix Project
A patient story
What resonated with you in this story?

What makes this story effective?
Types of Stories

Stories of illness

Stories of care
In your organization, how are stories used? For what purpose?
Tensions with Stories

Authorized stories

Authorized storytellers
Patient Stories for Education and Quality Improvement

Stories bring attention to quality improvement and an understanding of what patient and family-centred care really means to our patients.
Construct a Story to Teach

<table>
<thead>
<tr>
<th>Respect &amp; Dignity</th>
<th>Collaboration &amp; Empowerment</th>
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<tr>
<td>Information Sharing &amp; Communication</td>
<td>Coordination &amp; Comprehensiveness</td>
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Patient & Family-Centered
Supports and Structures

Storyteller Toolkit

Facilitator Checklist
10-Step Workshop Model

1. Advisors register for workshop

2. Pre-circulate preparation materials

3. Attend a two-hour session for writing stories in small group (peer, toastmaster volunteer, staff liaison/clinical lead)

4. Receive and consider feedback from group members

5. Return for second two hour session to practice and receive written feedback from audience
10-Step Workshop Model

6. Post workshop - further preparation offered by staff or peer to refine story for specific audiences

7. Patient Experience office matches speaker with session

8. Debrief after speaking session with advisor and provide opportunity for two-way feedback

9. Follow up phone call 2-3 days after speaking

10. Collect impact on patient speaker and audience using 3 key questions (has become research with CERI, School of Medicine Western)
Mim’s Top 3:

Practice, practice, practice
Check-in, check-in, check-in
Open mind, curiosity
and change
Lisa's Top 3:

It's about the speaker
It's about the audience and culture
It's about me, too
Carol’s Top 3:

Stories are not standalone vehicles
Stories need an opportunity for reflective learning
Stories linked in with other data and improvement supports for action
What is one action that you will do differently when you engage with patient stories?
Resources and References

Institute for Patient- And Family-Centered Care. [http://www.ipfcc.org/](http://www.ipfcc.org/)

Inspired to Change: Improving Patient Care One Story at a time (2014) *Linda R. Larin*


Bate and Robert (2006). Experience-based design: from redesigning the system around the patient to co-designing services with the patient. Quality and Safety in Health Care, 15(5), 307-310.

CFHI’s Patient Engagement Resource Hub

The resource hub is an online collection of close to 300 Canadian and International open source tools intended to encourage the partnership between healthcare providers and patient, families and caregivers in health and healthcare.

*Development of the resource hub has been made possible through a financial contribution from Health Canada, through the Canadian Partnership Against Cancer and the Canadian Patient Safety Institute.*

For more information: cfhi-fcass/PatientEngagementResourceHub
Patient Engagement – Catalyzing Improvement and Innovation in Healthcare

https://www.longwoods.com/publications/books/24716
Thank you.

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