



In the last few years there has been a growing movement to bring the patient perspective to governing boards of health care organizations. Board members have substantial support for their governance roles from professional organizations, management teams, and government. An increasing number of board members want to bring the patient point of view to their boards and the Patients' Association project will support these efforts.

The Patients' Association of Canada (PAC) is a patient led and patient governed organization that is dedicated to exploring and articulating the patient perspective in health care in order to improve the patient experience.

Board chairs and chief executives across Ontario have recognized the need for an organization like ours and the resources we might offer. Some have already approached PAC for the patient perspective on governance issues and some PAC members who are experts helped us respond on an ad hoc basis.

We realize that there is a need for more resources to explore and articulate the patients' point of view. We planned this project to provide resources to support board members across Ontario as they represent the patient perspective. Sholom Glouberman directs the project as a volunteer. He has recruited a panel of experienced PAC members as volunteers to help us operate our services.

## Patients' Association of Canada

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ONTARIO TRILLIUM FOUNDATION,  
THE PATIENTS' ASSOCIATION OF  
CANADA PRESENTS A NEW PROJECT...



## Enhancing the Patient Voice in Ontario's Health Care Boards: A Collaborative Effort



Association des Patients du Canada  
Patients' Association of Canada



# The Collaborative

## An Environment for Board Members to Meet and Support Each Other

Board members who want to bring the patient perspective to their board join others to share experiences with each other and with PAC volunteers. We have come to believe that reviewing such experiences and the many efforts to enhance the patient voice is the most potent way to move this initiative forward.

These face-to-face meetings are supplemented by web based exchanges to enable board members across Ontario to learn from each other's experience and provide sustainable mutual support on the patient perspective. Participants are encouraged to contact each other and join on-line issue-based discussion groups.

## PAC Volunteers

PAC volunteers are members of PAC who have experience as trained coaches, or who have expertise in health care or governance. Some are long time board members; others are themselves health professionals. All have had significant patient experience. Some of the PAC volunteers have offered to mentor individual board members by helping them prepare for meetings, debrief after them, and serve as personal support. PAC members have been part of the deliberations at the Patients' Association and have a special interest and understanding of the patient perspective in health care. They meet quarterly to review their roles in the collaborative.

# Tools for Engagement

## A Help Line

A patient perspective help line is available to board members. Project Coordinator at PAC, Jennifer Carroll, will direct questions to appropriate board members and volunteers. The help line also advertises our services.

## Peer-to-Peer Networking

Participants can access a private discussion board through our project website. Through that discussion board, participants can share information, gain advice, and discuss relevant topics. Additionally, PAC will be planning several conferences over the course of the project to offer board participants and PAC volunteers the opportunity to meet and discuss in-person.

## Web-based Library

Material on patient-related governance issues is available to board members. They are able to find material quickly on our site and find links to related sites. Volunteers have helped us gather and generate material including governance guidelines for Ontario, quality of care, patient safety, and patient-centred care. We continue to build the library and we expect that our services will become a vital resource for board members. We produce and distribute reports that bring the patient perspective to critical board issues.



# Upcoming Events

## Mini-Conferences

Apart from regular meetings, we are planning at least three mini-conferences with board members in different regions of the province. These face-to-face meetings will supplement the web based links and allow for more rounded relationships to form. Because users are Ontario-wide, we are choosing suitable locations where many board members have expressed interest.

## A Year End Provincial Conference

This project will culminate with a one day conference in 2012 bringing together representatives of health care organizations and board members across the province to review what they have gained and to consider the opportunities and obstacles to bringing the patient perspective to boards across the province. The lessons from the conference will shape future PAC governance support services.

***\*Conferences will be announced to participants via email***