

Development of the Patient, Caregiver & Community Engagement Learning Series

What is the learning series and why was it developed?

The learning series was co-designed with a large team of patient and caregiver partners, researchers, trainees, health system leaders and providers to meet the learning needs identified by Ontario Health Teams (OHTs). Engaging with patients, caregivers and community members is a critical component of a well-functioning and high quality health care system. The goal of the learning series was to build connections and competencies for meaningful engagement.

How was the learning series co-designed?

A terms of reference was created and a core list of key topics were identified resulting in seven live 90 minute monthly Zoom sessions (Dec 2022 to Jun 2023). Individual working groups, consisting of patient and caregiver partners and various content experts, were held to develop the format and content for each session. Presentations were made to the Ministry of Health and OHT Communities of Practice to ensure alignment with other OHT resources and activities. Dr. Kerry Kuluski's Patient Experience Research Team supported the launch of each session.

Who was the learning series developed for?

The series was developed to support patient and caregiver partners as well as health partners including staff who work with patient and caregiver partners (e.g., anyone co-chairing/leading a working group, steering committee, or project team that include patient and caregiver partners) from OHTs.

How was the learning series funded?

We are very thankful to the Ontario SPOR SUPPORT Unit (OSSU) for funding the learning series and to the Ministry of Health, Support House's Centre for Innovation in Peer Support, the Institute for Better Health, Trillium Health Partners, the Ontario Caregiver Organization, and the Rapid Improvement Support and Exchange (RISE) Network for providing additional in-kind support.

What did the sessions focus on in the learning series?

The learning series offered an important introduction to core concepts and elements of engagement. An introduction module was provided to participants to introduce the learning series, review core concepts, frameworks and origins of patient, caregiver and community engagement. Each following live session focused on a specific topic and included a theory burst, an interactive panel or fireside chat, an interactive component, and an accompanying workbook with supplementary content and resources.

The learning series topics were as follows:

Introductory Module: Developing a Curriculum for Meaningful Patient, Family & Caregiver Engagement

Session 1: Communication, Compassion & Empathy

Session 2: Bearing Witness to Lived Experience and Emotions

Session 3: Equity, Diversity & Inclusion

Session 4: Leaning into the Challenges (addressing conflict and co-developing resolutions)

Session 5: Preparing for Engagement Activities

Session 6: Engagement Methods

Session 7: Evaluating Engagement Activities