



Thank You to UHN's Community of Patient Partners!

UHN Patient Partner Appreciation Event

June 6, 2024

Dr. Atul Prabhu,

Deputy Anesthetist-in-Chief

***Perioperative
Clinical Care
Committee***

“Our patient partners have always grounded us and made us look at issue from a patient lens.

They have urged us to make complex issues more easily understandable to the patient and perhaps most importantly have always urged us to scale up by asking, ‘How can we spread this message to family doctors not just at UHN but in the province’.

As a result of this Family medicine at UHN is now part of the Committee, something we had never envisaged and we have reached out to the province to help us spread the message.”

***Dr. Lucas
Chartier,***

*Vice President Quality &
Safety*

"Over the years, we have included more and more patient partners to our activities and ensured to involve them earlier and more in all of our projects - and we can't look back!

Their input is invaluable and so appreciated, thank you!!!."

Angie Andreoli,

*Physiotherapist, Brain Program
Innovations Lead, Safety & Quality
Toronto Rehab*

Toronto Rehab Quality of Care Committee

“We are better together, but our Patient Partners bring out the very best in us!

The Toronto Rehab Quality of Care Committee relies heavily on our Patient Partners to ask the hard questions, to demand more of rehab and CCC, and to help us celebrate when we get it right.

It is not an easy task that we ask of you, but I hope you know how much we - how much I - appreciate and admire you!”

***Jane
Ballantyne,***

*Manager, Patient
Relations*

***Quality of Care
Committees***

“I have the pleasure of working alongside 7 Patient Partners on two of the Portfolio QCCs.

Both are carrying on the legacy of previous Patient Partners in the most incredible ways, and they have forever impacted these committee meetings for the better in the way that they honour UHN's Patient Declaration of Values in every aspect of the committees work.

These are not easy meetings to attend; they are VERY early in the morning, and they consist of discussions about preventable safety events that impact real people - but this does not deter the dedication of the fantastic Patient Partners who commit to improving quality and safety at UHN!”

Joel George,

*Post-Grad Year 2, General Internal
Medicine*

*Characterizing Patient
Experience
during Hospital
Admissions:
Opportunities for Self-
Advocacy*

“Patient Partners very incredibly dedicated to our project, and they provided such good insight for

- 1) bettering our ability to serve patients and
- 2) opening our own eyes to the patient experience.

Being in healthcare for a while, so many 'routine' aspects of the day become 'routine'- patient partners encouraged our resident doctor group to really ask ourselves "why are things done this way?" and "how does this affect patients?"

Ehsan Hamidi,

Project Manager

Digital Project Management Office

***Emergency
Department Triage
Workflow
Assessment***

“Our Patient Partners play a very important and valuable role in all the projects we are working at Digital Patient Experience team.

Engaging Patient Partners in various phases of our projects, such as User Acceptance Testing, ensures that the provided solutions will be impactful, validated and verified by both caregivers and patients.”

Claudia Barned,
Bioethicist

***Revisions to the
Caregiver Preference
Guidelines***

“I worked with two Patient Partners who provided valuable feedback on the content, and design on the revised guideline. Their critical and insightful input added another layer of depth to the work. We're grateful for their time, and expertise shared.”

Vas Bakas,

Senior Manager myUHN Portal

***Digital Patient
Engagement Consultant
Group***

“The Digital Patient Engagement Consultant Group, consist of 10 patient partners who consult on various digital patient experience initiatives.

This group has provided valuable feedback and helped co-design features and functions within myUHN Patient Portal, Virtual Care Clinical Guiding Principles along with survey and website consultations.

Their feedback ensures that UHN's Patient Declaration of Values are embedded in this work.”

Louise Pothier,

Clinical Manager

Bickle Complex Continuing Care

***Education E-Learning
Development
Team Bickle***

“Many thanks to the Patient Partners who helped Bickle team design and implement elearning on Prevention of Elder Abuse at UHN.

This important elearning will help staff to recognize, respond to and report on any types of Elder Abuse.

The impact of this course is already being felt by staff asking more questions and staff being more alert and aware of signs of abuse.”

Melissa Kozak,
Clinical Engineer

***Gyne ChemoRads
Remote Patient
Monitoring Program***

“The input from our Patient Partners markedly changed and improved how we were planning to deliver this patient-facing program.

Originally, we had a number of questionnaires set to be delivered to patients very early on in the program through myUHN.

With the thoughtful feedback from our Patient Partners, we completely changed the structure of the program - so that each questionnaire was shorter and more slowly released over the course of the 12-week program rather than just at the beginning.”

Farrah Schwartz,
*Manager, Patient Education &
Engagement*

Hiring Panels

“Thank you for helping us with our hiring panels.

Our greatest strength is the people on our teams (and you, of course!).

By helping us find the best people, you're contributing to this work in such an important way.”

Laura Pozzobon,

*Manager, Strategy &
Transformation Quality, Safety &
Clinical Adoption*

***Measurement of System
Quality Priorities***

“I am grateful for the Patient Partners' involvement in our quality improvement work. They respectfully challenge us which makes our improvement work stronger. They also help us gain greater understanding and insight into the patient experience of care at UHN.”

Leanna Graham,
*Senior Director Professional
Practice & Policy*

***Inaugural Sprott
Recognition Awards***

“Advised on shaping and defining the naming and key elements of an Excellent in patient experience awards

Supported development of evaluation rubric to score nominations

Helped us to short list from 360+ nominations to a short list of approx 20 candidates/teams

Scored 20 short listed nominations to help determine recipient of the awards

Leveraged principles of the patient declaration of values.”

Louise Harris,
Physician Wellbeing Lead

***Getting the Most out of
Physician-Patient
Relationship***

“The Patient Partner was terrific and a huge asset to the professional development session we ran for recently hired physicians. The objective was to provide physicians with an understanding of how their interaction with, and care of, patients is perceived by the patients.

Our Patient Partner gave of her time willingly, offered valuable insights in the preparation of the session and participated meaningfully in the session. Having her present and involved, elevated and invigorated the session. I am truly grateful to have had the opportunity to meet her and appreciate the donation of her time immensely.”

Claudia Ortins,
Digital Engagement Coordinator

***After Visit Summary Re-
Design***

“Patient partners played an essential role in providing critical feedback on the after visit summary (AVS) inpatient template mock-ups.

Patient Partners gave extensive feedback on the design, layout/formatting, section naming, accessibility, and modifications were made to the AVS based on that feedback....having that patient lens was integral to the success of the tool being used by patients and their caregivers for that safe transition home.

...having patient partners at the table allows us to understand the needs/wants of patients and caregivers and hopefully make the patient journey at UHN a seamless one. Congrats and thanks again!”

***Yahlikah
Maheswaran,
RN***

***Preventing Post-
Operative Pneumonia on
the General***

“I had two amazing patient partners that had a significant impact on my project. They provided thorough feedback on a Pneumonia Patient Tool that was noted to be ineffective and not being used by patients. Based on their suggestions, I was able to revamp the checklist and tool sheet, which is now being given to all patients coming through the pre-admission clinic and on the General Surgery unit post-operatively.

They also provided great insight of the surgical journey in a patients perspective and provided recommendations of when / how to encourage patients to follow the pneumonia prevention interventions after surgery!”

Julie Fox,
Senior Planner

Caregiver Training Hub

“The patient partners on the Caregiver Advisory Committee have been so engaged and eager to improve the experience for not only patients at UHN but their caregivers as well.

This group is very engaged and bring so much energy to the project.”

Dr. Brian Hodges,
Chief Medical Officer

***Searches for Medical
Leaders***

“I have conducted dozens of searches for medical leaders since becoming the Chief Medical Officer 5 years ago.

Every search has involved a patient partner and, without exception, they brought wisdom, compassion, and insight to all searches and asked terrific questions.

We chose better leaders as a result.”

Mike Lovas,

*Director Design and Innovation,
Cancer Digital Intelligence*

***Development of Digital
Triage for cancer
patients***

“Patient Partners have been invaluable to help steer, navigate, and provide critical feedback on our strategies, development efforts, and implementations at the cancer program at UHN.”

Sarah Tosoni,
*Manager, Strategy &
Transformation Quality & Safety*

***UHN Quality & Safety
Summit***

“We had a Patient Partner who expertly shared her powerful and impactful care story at our 2023 UHN Quality & Safety Summit....

Two Patient Partners made outstanding contributions to our 2023 Summit Planning Committee.

...last year's UHN Quality & Safety Summit could not have been a success without your insightful ideas, unique perspectives, and inspired contributions. Thank you for your ongoing commitment to improving the quality and safety of care at UHN!”