



Clinical Design & Innovation: Patient & Service User Engagement

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Clinical Design
& Innovation

Person-centred, co-ordinated care



HSE's Commitment to Patient Engagement

To create a strong culture of meaningful patient engagement, where patient engagement (PE) is encouraged, expected and respected

Patient engagement is a fundamental cornerstone of healthcare

Patients tell us that while clinical effectiveness and safety is important, their ***experience of care*** matters to them ***just as much***

In order to make informed decisions and choices about their care they want to feel ***listened to*** and ***supported***.





Why?

Engaging patients in their own individual medical decisions & design/implementation of healthcare services is enshrined as a right of all people (WHO Declaration of the Alma-ata 1978)

- ✓ Build trust
- ✓ Move from “*what’s the matter*” to “***what matters to me***”
- ✓ Ensure safe, high quality, fit for purpose care delivery
- ✓ Enhance communication and transparency
- ✓ Leading to improved patient experiences & health outcomes.





CDI's Commitment

Work together towards developing engagement-capable environments & a “**we**” approach to healthcare

How can we get there?

- Invite & support patients to engage in clinical designs
- Training & support – resource toolkit
- Secure leadership support



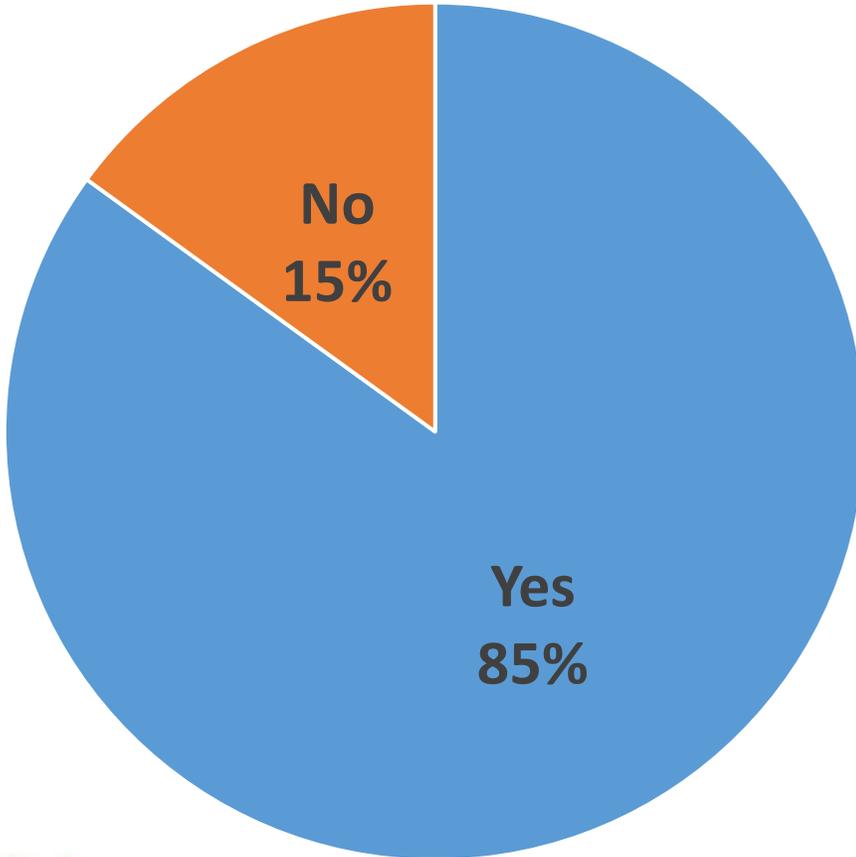
How are we doing so far from CDI perspective?

We sought CDI stakeholder feedback

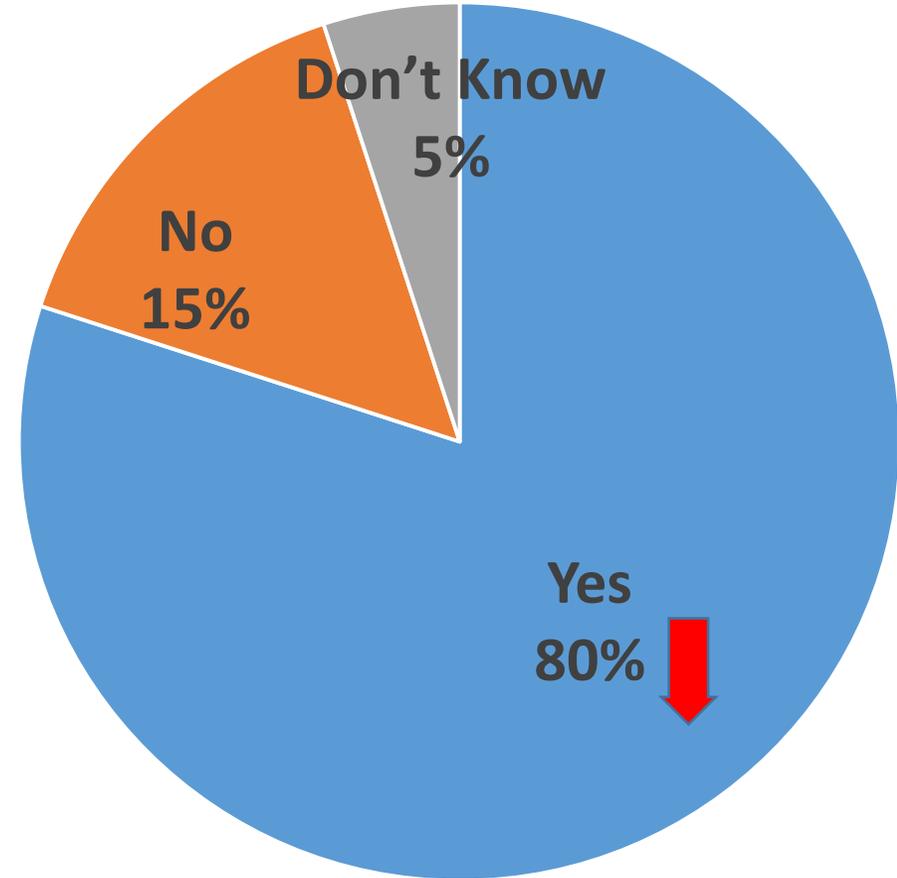


CDI & Patient and Service User Engagement (PSUE)

Current Status

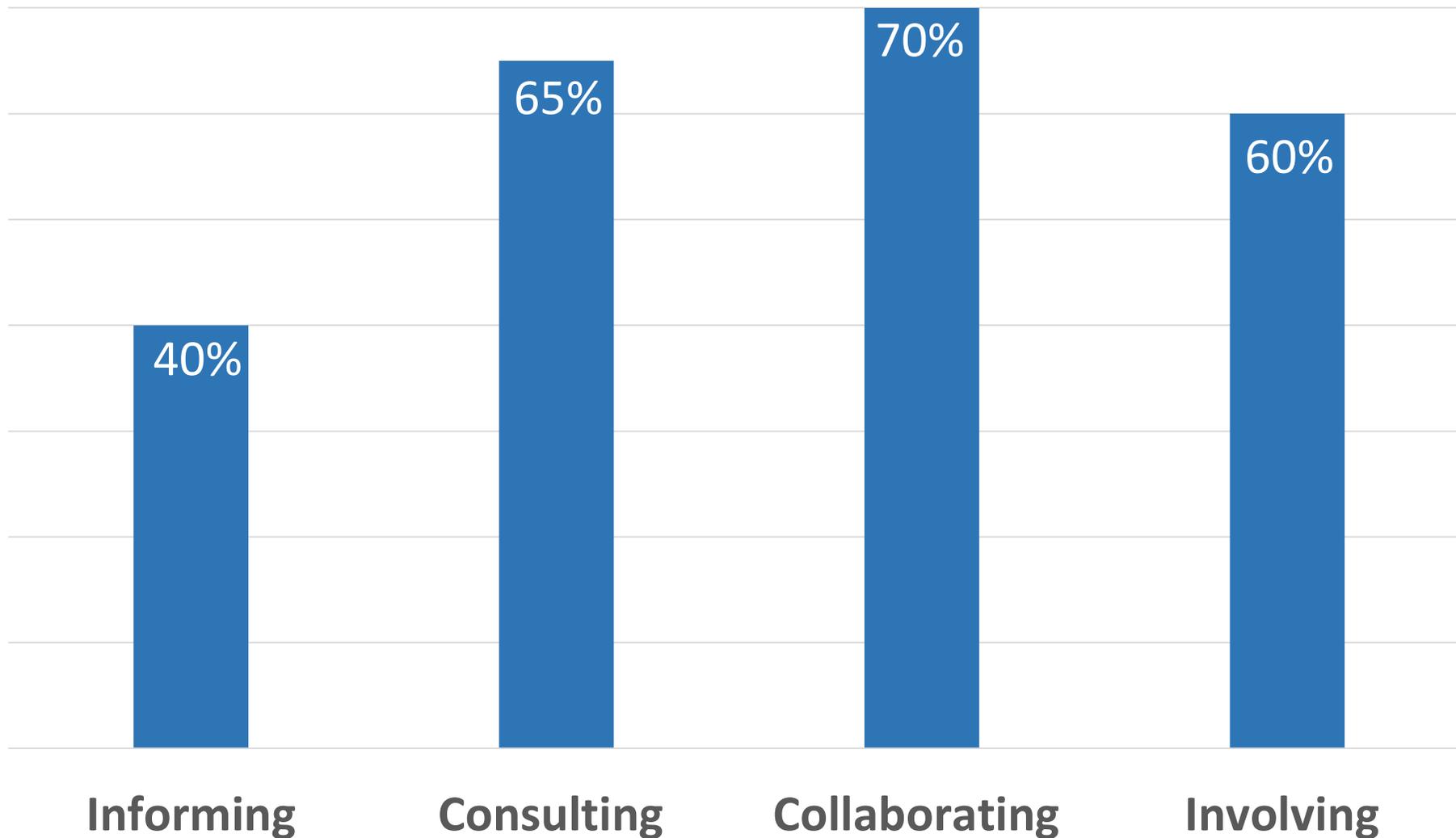


Planned





Categories of Patient Engagement Used





Define what does Patient Engagement mean for you:





Experiences shared

Adopting a co-production approach to service design and improvement where the voice of the person is placed at the centre and given equal importance with service providers in the design and implementation of service improvements

We have adapted a full PPI approach to all aspects of the development, design, implementation and evaluation of the programme

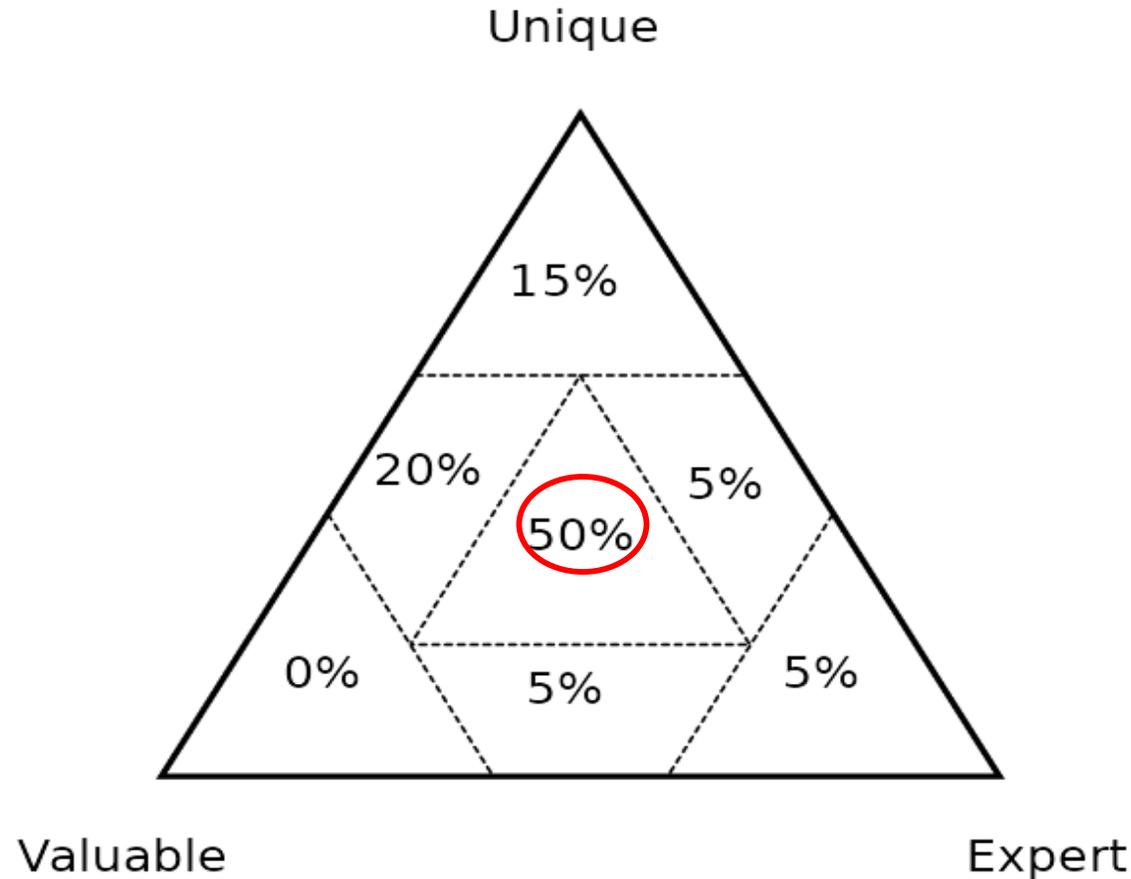
Patient experience questionnaires as part of research, patient evaluations of service, patient representation on guideline development and model of care

The Your Voice Matters function is a substantial asset to the NCPs regarding patient engagement





What Perspectives do Patients bring to Clinical Design & Service Improvement Initiatives?

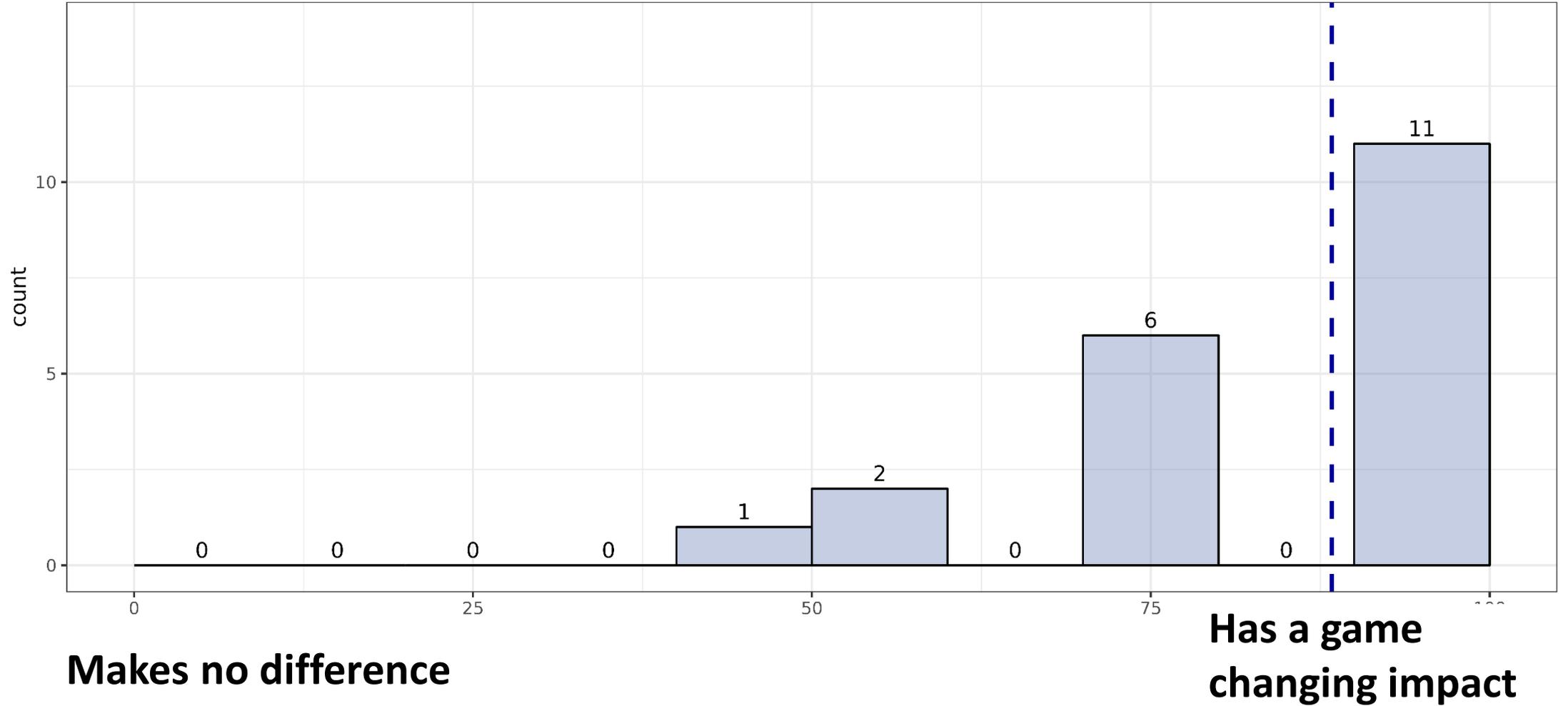


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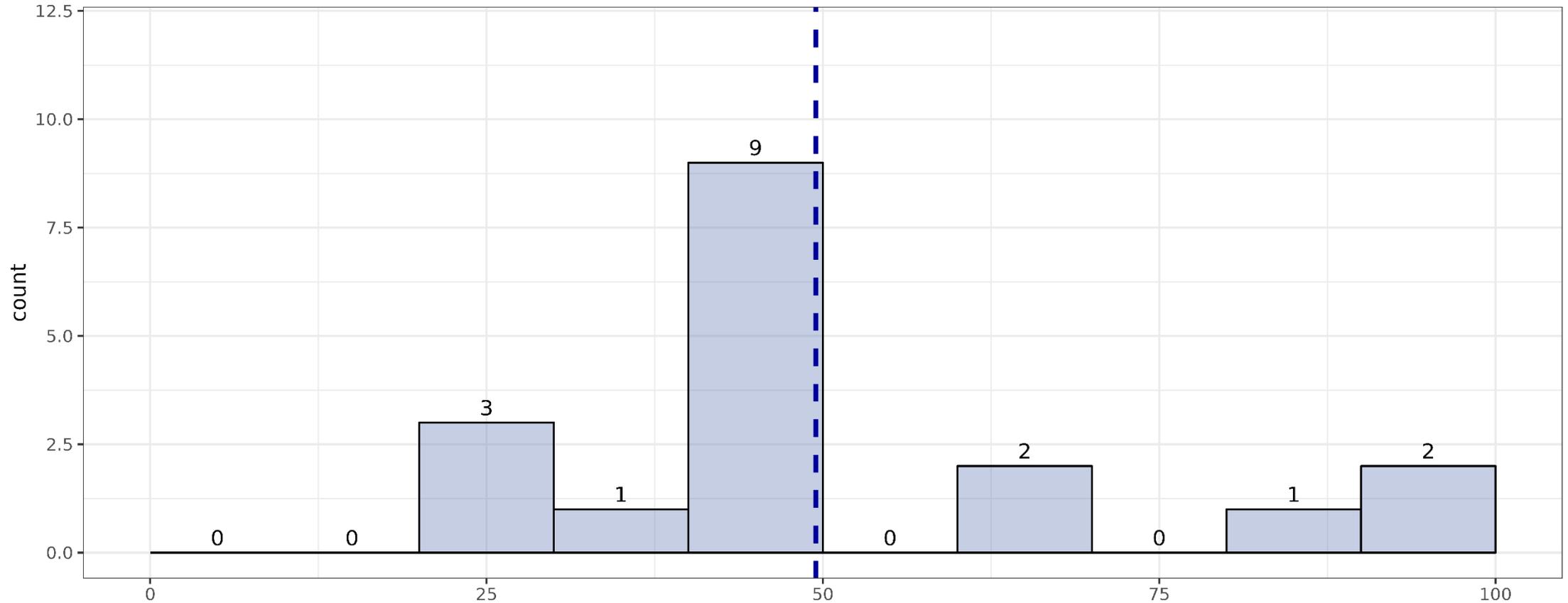


Patient and Service User Engagement





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Slows down processes

Speeds up processes



Reflections.....



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Thank You

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