

## Quality Summit 2017 Ideas - "Dream it. Achieve it. Together"

Pts4Chg Chat – February 27<sup>th</sup>, 2017

### 1. What advisor-related topics would you like to see included at the Summit?

- Collaboration –
  - How to collaborate?
  - What would work for healthcare providers, clinicians, patient/family advisors?
  - How could we co-create together?
  - How to involve advisors – recognizing the value in different areas of AHS
  - How can patient advisors be included as part of the conversation
- Intuition – What is it? What role it can play in one's wellness and how it can be recognized and respected.
- Challenging conversations – how to manage difficult conversations
- Storytelling – How to get one's story across effectively
- Skills for new advisors and/or being on a new committee.
- How to encourage people to walk the talk of patient/family engagement.
- Let's talk about the elephant in the room.
  - Devaluing advisors
  - Fear of including advisors
  - Wasting advisors' time energy and experience
  - Exploitation versus engagement – When does inclusion become exploitation?
  - Partnership versus Tokenism
  - Ignoring advisors
- Who we are and why are we here?
  - A day in the life of a patient, a day in the life of a family member, day in the life of a physician, day in the life of an AHS staff member
  - The biggest disconnect exists where behind-the-scenes decisions are made for care delivery.
- Looking for the joy in what we are doing.

### 2. What speakers would you like to have as part of the advisors' sessions?

- Panel/Fishbowl participants suggested:
  - At least one physician should be included.
  - Panel/Fishbowl needs to include people who do not understand engagement, to ensure a diverse conversation

**3. What format would you like to see for the advisors sessions? For example, formal presentation, workshops, breakout session, etc.**

Joint session – best way to engage patient and family ideas/advisors – different levels and specific ways to co-create together and engage together.

Collaborative activity and discussion – what information do you need to incorporate the patient/family voice.

Panel/Fishbowl – Unlike the online Fishbowl Pts4Chg did as part of PFCC Week, this fishbowl will be visual, which will provide greater clarity as to who is in the fishbowl with the participating “fish.”

**4. Other Comments**

- Time to connect with other advisors.
- Have a name tag that identifies patient and family advisor in a discreet way.
- Liked not have patient and family advisor on the name tag.
- The sense of connection to patient/family advisors was absent at last year’s Summit.