

Evaluating the Impact of Patient Partnering



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So, you want to evaluate your patient partnering activities?

to your work. But it's important to be able to show the impact and value of patient partnership to others—your organization's senior leaders, board, community—and, of course, to patient partners* themselves.

This short resource is focused on using surveys to evaluate the impact of patient partnering.

This resource introduces some new survey questions aimed at capturing the impact of patient partnering on a project, committee or other activity focused on improving health care. These questions are grounded in a review of research literature, were co-developed with patient partners, and have been piloted at Ontario Health (Quality) over the last year.

*"Patient partners" in this resource refers to patients, clients, residents, caregivers and other health service users you may be collaborating with.

Using surveys to evaluate impact

Planning before you survey

leadership, grant funders, the wider community, or all or some of the above? What kinds of patient partnering impacts are most important to them? What patient partnering activities do you want to focus on? When is the best time to survey and report back?

By thinking about these questions—and following three steps described below—you'll be able to focus your evaluation activities and get the information that matters most.



Your patient partnering activities are likely making a difference in ways you have not anticipated. Be sure to include open-ended questions in any evaluation activity, to allow people to share what is top of mind for them.

Identify your audience and what matters to them

By understanding your audience and the information they need, you can get to the heart of what people want to know. Almost everyone we have talked with—patient partners, health care professionals, and organizational leaders—has positive impacts patient partnering is having on health care projects, programs, and service delivery.

Common interests include:

- **How patient partners are contributing ideas and insights to discussion and decision-making (at the board level or on leadership committees)**
- **How patient partners are identifying problems and areas of focus for improving the quality of care**
- **How patient partners are identifying and validating improvements in service design or delivery**

What impacts will you measure?

Our literature review and discussions with patient partners and health professionals surfaced other

You may want to understand how patient partners are...

- your organization, the health

Decide which activities to evaluate and who you will survey

You might be doing many patient partnering activities

be helpful to pick one program or activity and start your evaluation there. What you pick will depend on who the audience is for your evaluation results (see page 6) or why you are looking to evaluate your patient partnering in the

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in the activity you are evaluating. Both perspectives are important for understanding impact.

In general, patients, staff and leaders will have different and complementary **experiences and may see value and impact differently**. Where patients and staff differ in their responses, there **is an opportunity to identify a gap in communication or other challenges with your partnering activity**.

Hearing from staff also allows you to **collect feedback to share with patient partners about the value and impact of their contributions**.

Select your survey questions

partnering activities, consider adding the following questions

scratch, we recommend adapting one of the tools listed at the end of this resource and including the questions below.

These questions are designed to capture the impact of patient partner participation on quality improvement projects. Revise these questions for other forms of engagement such as

interviews, focus groups or community consultations.

A two-question series to evaluate the impact of patient partnering on the project

Question 1

I can identify examples of where patient / caregiver input has influenced the direction of the project.

Strongly Agree to question 1 – ask:

Question 2b

**In what ways have patient partners
influenced the projec**

Tips for reporting back on evaluation results

Give patient partners feedback on the impact of their participation—soon and often.

Potential longer-term impacts of patient partnering

You likely also want to know how patient partnering activities are adding up to a better patient experience, greater patient safety or better patient outcomes over time. While these

As you plan your evaluation strategy, it's a good idea to

connections between the short-term and more distant impacts of patient partnering will help you assess the overall value of your partnering activities.

Medium- and long-term impacts may include:

- **Increased engagement in ongoing initiatives for patient and caregiver partners**
- **More effective health and quality improvement interventions**
- **Increased adherence to treatment and care regimens**
- **Improved patient safety**
- **Improved patient experience**
- **Improved patient outcomes**
- **Greater patient satisfaction with a program or service**
- **Greater staff satisfaction or engagement**
- **Active contribution by patient partners in other health care initiatives in their community**

Evaluation resources

Public and Patient Engagement Evaluation Tool

recommend), the [Public and Patient Engagement Evaluation Tool \(PPEET\)](#)

Engaging with Impact

Many evaluation resources focus on evaluating the impact of patient partners either qualitatively

[Engaging with impact: Targets](#)

Patient and Public Engagement Evaluation Toolkit

[Patient and Public Engagement Evaluation Toolkit](#) by the Centre of Excellence on

patient engagement evaluation resources.

Canadian Patient Safety Institute

The _____ has a chapter in their guide on patient engagement that provides



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