



## Appendix 19

### Closing-the-loop

#### Closing-the-loop

- Closing the loop with patients or patient representatives, communicating back to them as to how, where and when their feedback was used is part of the essential core components of meaningful patient engagement.
- It shows respect and appreciation for the time and energy given, and the expert experience shared by the patient. It also helps to reduce the risk of consultation fatigue, as patients are informed about how their input has influenced change or improvement.
- It gives the healthcare staff writing the communication an opportunity to reflect on the engagement activity and learn and grow from considering what went well and what might be improved for future engagement activities.
- This documentation also serves as a written record of the engagement activity and outcomes which could be added to a repository which can be shared with interested parties.

#### When should it happen:

Closing-the-loop should be done when an engagement activity ends, or when a patient representative has completed their part in the engagement activity.

#### When should it happen:

1. Acknowledge the end of the engagement activity or the end of a patients participation in an engagement activity.
2. Thank patients for their involvement and contribution.
3. Describe how their contribution/engagement influenced the work that was being done.
4. Give an update as to progress of the work, e.g was it completed, did it meet it's aims, what was the outcome of the impact of the initiative.

#### Close- The-Loop Template

To be completed by healthcare staff leading the work when the engagement activity is completed, or when a patient has finished participating in the work.



## Closing the Loop Communication

Date:	
Name and dates of the Engagement Activity:	
Healthcare staff lead:	
Patients name:	

### Summary of the work / Project/ Committee/ that the engagement was related to.

<b>Work/ Project/ Committee Aim</b> What was the aim of this work?
<b>Work/Project/Committee Outcomes</b> Has the aim of the work been met? What changes, decisions, recommendations or resources have been made in the health system (i.e., a new policy, pamphlet, report, clinic, decision, etc.). If the work is ongoing, please provide a short summary of the progress achieved to date. Are there any supporting documents that can be shared? If so, provide a link or attach documents.
<b>Work/ Project/ Committee Impacts</b> Is there any data or anecdotal indication of how this work has impacted e.g quality of care, patient experience, clinician experience, cost savings, health outcomes?

### Summary of Patient Engagement in the work/project/committee

Note: Engagement refers to patients' participation in the work/project/committee described above.

<b>Aim of the engagement</b> What was the purpose of engaging patients in this work? What was their role?



**Outcomes of the engagement activity**

What did you hear or learn from working with patients? Are there examples of feedback or contributions?

**Impact of the engagement**

In what ways did the participation and contributions of patients influence the work/project/committee? If possible, please provide at least one concrete example.

**Lessons learned**

Is there anything else you'd like to share about what you have learned from working with patients and/or the engagement process? Might this engagement lead to additional engagement opportunities in the future?

**Remain In Contact**

How can patients stay in touch with you and/or learn more about the work/project/committees progress into the future?

Thank you!



## Close the Loop Examples

Examples of Emails to “Close the Loop” with Patient Partners

### Example 1:

#### Closing the loop with patient partners who gave feedback on a new evaluation survey

##### **Subject: Report back - your input on our evaluation questions**

Good morning Advisory Group members,

I wanted to take a moment to thank you for your input on our patient partnering draft evaluation survey questions last week, and to report back on how we have incorporated your feedback.

- Many of you shared that you liked questions 3, and our Advisors Council members shared they liked a combination of 2+3 so that respondents can just check off any answers and then have the “How did this make a difference” pop up for those who want to say more. We have taken this advice and designed the questions to combine 2&3, as you can see in the screen shot below.
- We heard from you that it was important to have open-ended qualitative opportunities for feedback, you wanted people to be given opportunities to share in their own words. However, that had to be balanced with not overburdening respondents with too many write-in answers. We have tried to strike a good balance of types of questions in the survey – and our software tells us it should take 5-7 minutes to complete.
- We also heard that there should be an opportunity for people to share if there have been negative or unintended consequences to participation, so we have included some open-ended questions so people can share their stories and reflections we may not have thought of.
- We heard the feedback about including the word “positively” in our opening question about identifying examples where patient partners have influenced the work of the committee. After careful reflection, we have decided to keep the original wording for this pilot, due to concerns that adding a qualifier would make the question more complex to understand and to answer.

Screenshots of the pilot surveys are below, if you are interested.

Thank you again for your feedback! We really appreciate all your important insights and suggestions in this process and are so grateful for the time you take to do so.

[INSERT SCREEN SHOTS OF SURVEY QUESTIONS]



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Examples of Emails to “Close the Loop” with Patient Partners

### Example 2:

**Closing the loop with patient partners who participated in the development of a new patient resource**

**Subject: A new quality standard is now available for low back pain**

Dear patient partners,

We wanted to share with you a Quality Standard that we’ve just released for those in Ontario experiencing Low Back Pain. This could not have been possible without a dedicated group of patient partners who gave their time and experience to help develop this quality standard. With your help we were able to:

- Re-design the patient guide into a tool to help you discuss your care plan with your health team, ask informed questions and take notes as you need them, and
- Include key statements around quality care that are important to patients and caregivers in the clinical standard such as receiving information about low-back pain and how you can manage it yourself.

Have a look below for more information.

Best regards,  
Patient and Public Partnering Team

[INSERT RELEASE EMAIL INFORMATION FOR NEW QUALITY STANDARD]