Patient Perspective

Forum for National Clinical and Integrated Care

18th October 2016
Where is the patient?

And down here somewhere is our patient...

Umm... where?
PATIENT-CENTERED CARE

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Person centred leadership checklist

1. **Inclusion**: Did I include patients in decisions that affect them? If not, did I find a way to ensure that their voice is heard?

2. **Assessing**: Did the questions I raised about statistics or numbers “peoplize” the issue, or put a face on the numbers, so that we have an understanding of what the numbers mean from a patient perspective?

3. **Learning**: What did a patient teach me today? This requires direct conversation with 2-3 patients a week.

4. **Sharing**: Have I shared a story about something that made a positive difference to the experience of patients?

Leslee Thompson, former President & CEO of Kingston General Hospital, Kingston, Ontario, Canada
Thank you