



BC Patient Safety
& Quality Council

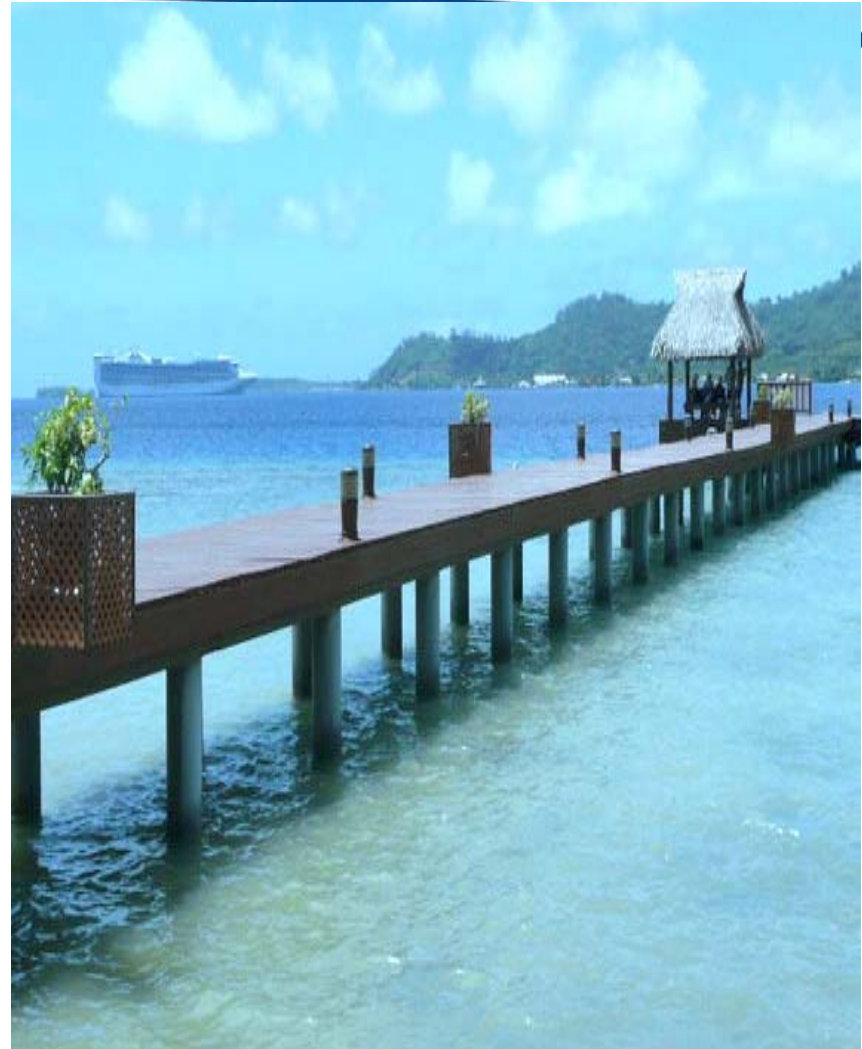
Patient & Public Engagement Working Group

Update for the Health Quality Network

Ed Kry, Chair



BC Patient Safety
& Quality Council



Working Together, Accelerating Improvement



Patient & Public Engagement Working Group

- Working Group has been expanded to include additional public members.
- Initial focus is on patient provider communication.
- It's Good to Ask program will be one of the major goals of the group.
- Other communication-focused activities will be included as we go.



It's Good to Ask – Phase 1

- Launch of It's Good to Ask program on November 2, 2009 (to coincide with Canadian Patient Safety Week)
- Website has been launched with materials including:
 - Worksheet
 - Medication card
 - Brochure
- Materials have been translated into French, Punjabi, Chinese.

Every time you speak with a doctor, nurse or pharmacist, use these 3 questions to better understand your health.

1 What is my health problem? **2** What do we need to do? **3** Why do we need to do this?

Everyone needs to ask questions to understand how to stay well or get better. Your doctor, nurse and pharmacist want you to ask questions.

it's good to ask

Who can we call if I need help?

- My doctor
- My nurse
- My pharmacist
- HealthLink BC. Call 8-1-1 or visit www.HealthLinkBC.ca.


Before a visit –

- Write down questions and things you want to tell the doctor, nurse or pharmacist.**
For example, what in your body feels bad, when and where?

- Make and bring a list of your medications**
You can keep track of your medications using the Medication Card at www.bcpsqc.ca/public/ask.htm.

This worksheet is part of the It's Good to Ask program. The It's Good to Ask program includes tools and tips to help patients and their families understand their health condition and partner with members of their health care team. It's Good to Ask materials are available at www.bcpsqc.ca/public/ask.htm.

Adapted with permission from the Manitoba Institute for Patient Safety and the Health Quality Council of Alberta.



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It's Good to Ask - Rollout

- Phase 1 – Initial materials and launch (complete)
- Phase 2 – Engage health authorities and develop materials for health care providers
- Phase 3 – Engagement beyond the health authorities
- Phase 4 – Supporting the message – education and spread.