

## OHT Patient, Caregiver & Community Engagement Learning Series

### What is the learning series and why did we develop this?

To meet the learning needs identified by Ontario Health Teams (OHTs), we have co-designed a **virtual learning series** about patient and caregiver engagement. The goal of this learning series is to build connections and competencies for meaningful engagement. Participants will gain knowledge, reflect on skills and attitudes for effective patient, family and caregiver engagement throughout Ontario's health care system.

### How was the learning series developed?

The learning series was co-designed over the course of a year with patient and caregiver partners, researchers, trainees, health system leaders and providers. A terms of reference was created, a core list of competencies was developed, and a prioritized set of topics was curated through working group activities and meetings with various content experts. Presentations to the Ministry of Health and Ontario Health Team Communities of Practice occurred to ensure alignment with other OHT resources and activities.

### What is the focus & flow of the learning for each session?

We have divided the learning series into monthly 90 minute sessions over the course of 7 months (starting in December). Each session will consist of 3 components: 1) a **theory burst**, 2) an **interactive panel or fireside chat** with content experts and 3) an **interactive session** with participants to discuss application of learnings to OHT activities.

### Why is the content in the learning series important?

Engaging with patients, caregivers and community members is a critical component of a well-functioning and high quality health care system. Learning core competencies in patient, caregiver and community engagement is required. The learning series offers an important introduction to core concepts and elements of engagement.

### Who is the target audience?

**Patient and caregiver partners as well as health partners including staff who work with patient and caregiver partners** (e.g., anyone co-chairing/leading a working

group, steering committee, or project team that include patient and caregiver partners) from Ontario Health Teams are the target groups for this learning series. We will encourage OHTs to participate in groups (so it is not just patient and caregiver partners alone) to increase opportunities for application of learnings in OHTs afterward.

### What areas of focus will be addressed through the series?

Prior to the live sessions over Zoom, a pre-taped **introduction module** will be provided to participants which will introduce the learning series, review core concepts, frameworks and origins of patient, caregiver and community engagement. Following that, 7 live modules over Zoom will be delivered (as outlined below):



**Session 1: December 5<sup>th</sup>, 2022, 11:30-1:00pm**

#### **Communication, Compassion & Empathy**

Learn about key practices in relationship building including active listening, demonstrating compassion and empathy, and building rapport.

**Register for this session here:** <https://thp-ca.zoom.us/meeting/register/u50lduyprjlsGNIHNAGe5SFFnCEMwYtaEJSg>

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**Session 2: January 17<sup>th</sup>, 2023, 11:30-1:00pm**

#### **Bearing Witness to Lived Experience and Emotions**

Learn about the risks and benefits of sharing lived experiences with healthcare decision-making councils, education events and co-design teams. Discuss facilitating, receiving and responding to lived experience and emotions in meetings with patient/caregiver partners, including creating safer spaces and using trauma informed engagement practices.

**Register in advance for this meeting:** <https://thp-ca.zoom.us/meeting/register/u50udeuopzltHNUTcGL32i3-5iFe1Z8Pbd6R>

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Session 3: February 21<sup>st</sup>, 2023, 11:30-1:00pm

**Equity, Diversity & Inclusion**

Learn about the impact that privilege and power dynamics have on communication and relationship building, the value of anti-oppressive approaches and ways to mitigate bias.

**Register in advance for this meeting:** [https://thp-ca.zoom.us/meeting/register/u5UkdOCrQDwtG9JYU36b\\_KetQbx-YyJMxpZ2](https://thp-ca.zoom.us/meeting/register/u5UkdOCrQDwtG9JYU36b_KetQbx-YyJMxpZ2)

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Session 4: March 21<sup>st</sup>, 2023, 11:30-1:00pm

**Leaning into the Challenges**

Explore how to prevent miscommunication and conflict, and how to co-develop resolutions. Learners will be introduced to decision-making and ethics frameworks to help prevent or address conflict.

**Register in advance for this meeting:** <https://thp-ca.zoom.us/meeting/register/u5Yuc-6orDMpGtZHRyYuuR6BbcEcX8bqjj3L>

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Session 5: April 18<sup>th</sup>, 2023, 11:30-1:00pm

**Preparing your Engagement Activities**

Explore strategies and learn how to get ready for your engagement and co-design activities including recruitment, onboarding and preparation of staff, community, patient and caregiver partners

**Register in advance for this meeting:** <https://thp-ca.zoom.us/meeting/register/u5UrcumhrD8uHdXyueSisQfc-BwfqeOaiBud>

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Session 6: May 16<sup>th</sup>, 2023, 11:30-1:00pm



### Engagement Methods

Experience live simulation (and practice) various co-design strategies and use of different virtual platforms. Learn how to co-design in a way that avoids tokenism. Eliminate barriers to engagement, and tailor engagement methods to different individuals and groups

**Register in advance for this meeting:** <https://thp-ca.zoom.us/meeting/register/u5Apu2urTkrGNf1285hc6vsVzzxv4oAY1vy>

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Session 7: June 20<sup>th</sup>, 2023, 11:30-1:00pm

### Evaluating your Engagement Activities

Learn how to design and implement a strategy to evaluate engagement activities. Learn how to participate in a process of continuous learning and improvement of engagement practices.

**Register in advance for this meeting:** <https://thp-ca.zoom.us/meeting/register/u50pcuiqqDosE9HOcTvrTFIJk50pvkFOCIFF>

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*After registering, you will receive a confirmation email containing information about joining the meeting. The sessions are free.*

If you have any questions please contact **Kerry Kuluski** @ [Kerry.Kuluski@thp.ca](mailto:Kerry.Kuluski@thp.ca). Kerry holds the Dr. Mathias Gysler Research Chair in Patient and Family Centred Care, Institute for Better Health, Trillium Health Partners and is an Associate Professor at the Institute of Health Policy, Management and Evaluation, University of Toronto.

We would like to thank our funding partner the Ontario SPOR SUPPORT Unit (OSSU) and the Ministry of Health for providing in-kind support for the series.

