



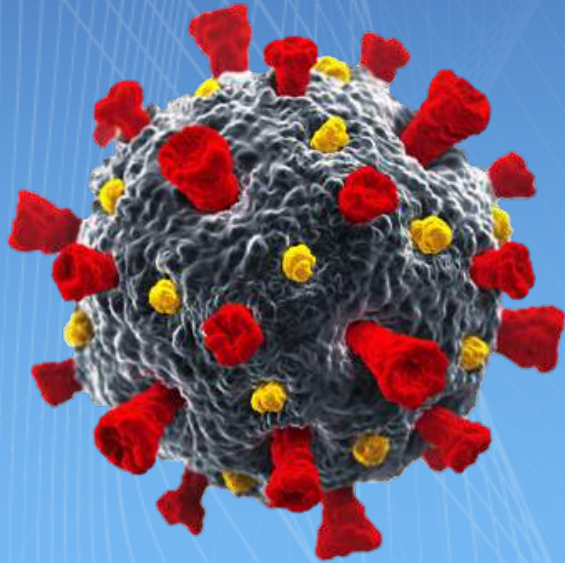
a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA



Institute for
Healthcare
Improvement
Open School

Choosing Leadership in Unfamiliar Times

messages from a citizen-patient



UBC-IHI Open School chapter
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Carolyn Canfield, citizen-patient
Adjunct Professor, Dept of Family Practice
Faculty of Medicine, UBC Health Council
carolyn.canfield@ubc.ca



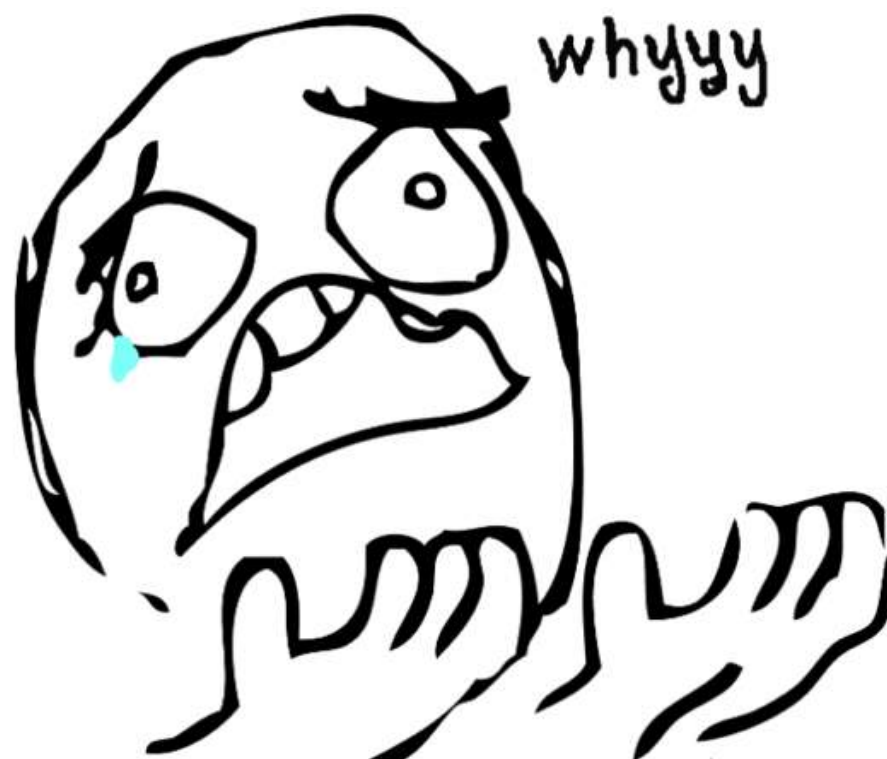
Disclosure

No conflicts of interest





Nick Francis
1929 - 2008







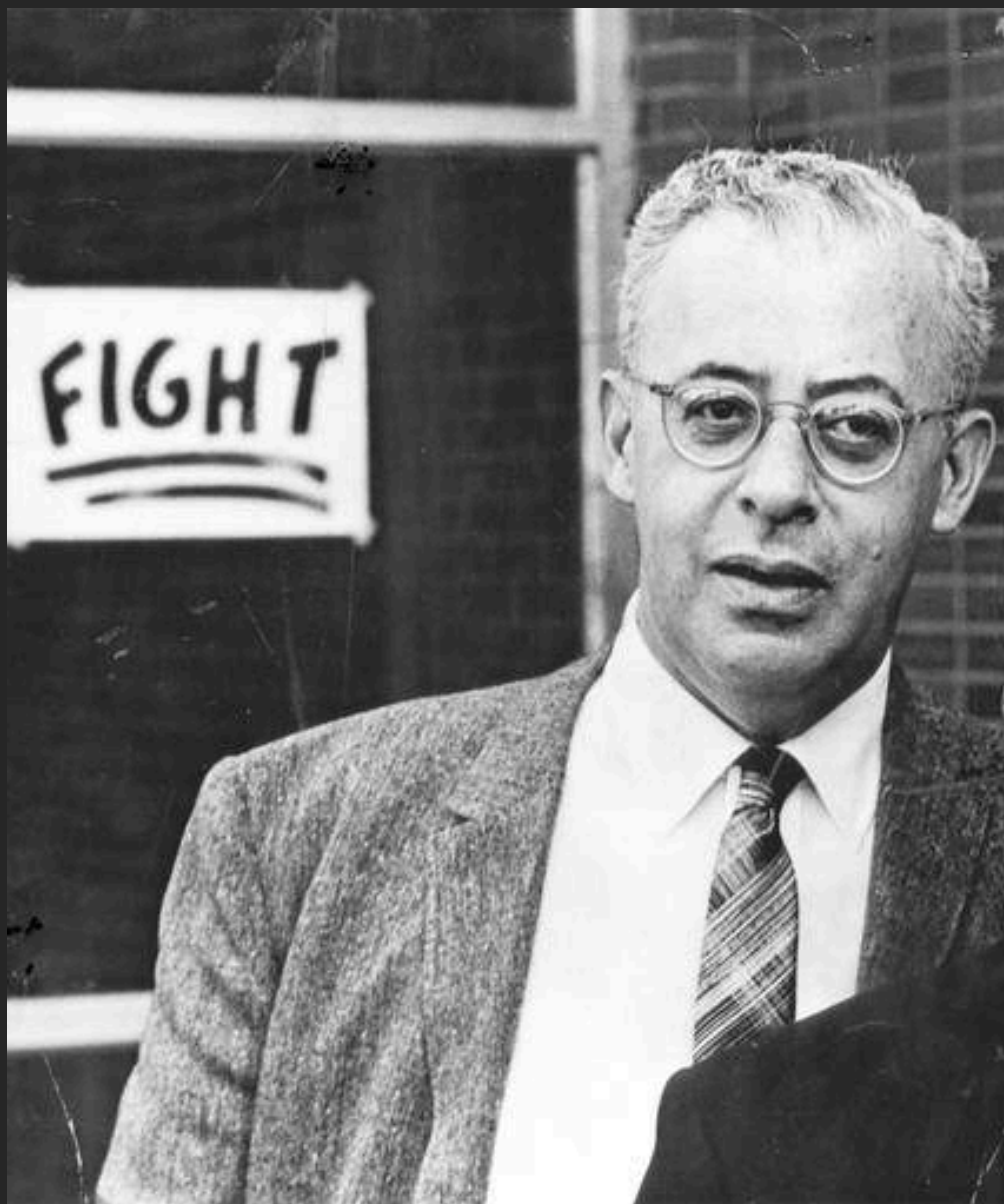
One of the great liabilities of history is that all too many people find themselves in a great period of social change and yet they fail to develop the new mental attitudes and the new mental outlook that the new situation demands.

All too many people end up sleeping through a revolution."

-- Martin Luther King, Jr.,
Grinnell College (Iowa),
October 29, 1967



October 29, 1967, Grinnell College
Photo credit Robert Hodierne '68



**RULES
FOR**

RADICALS

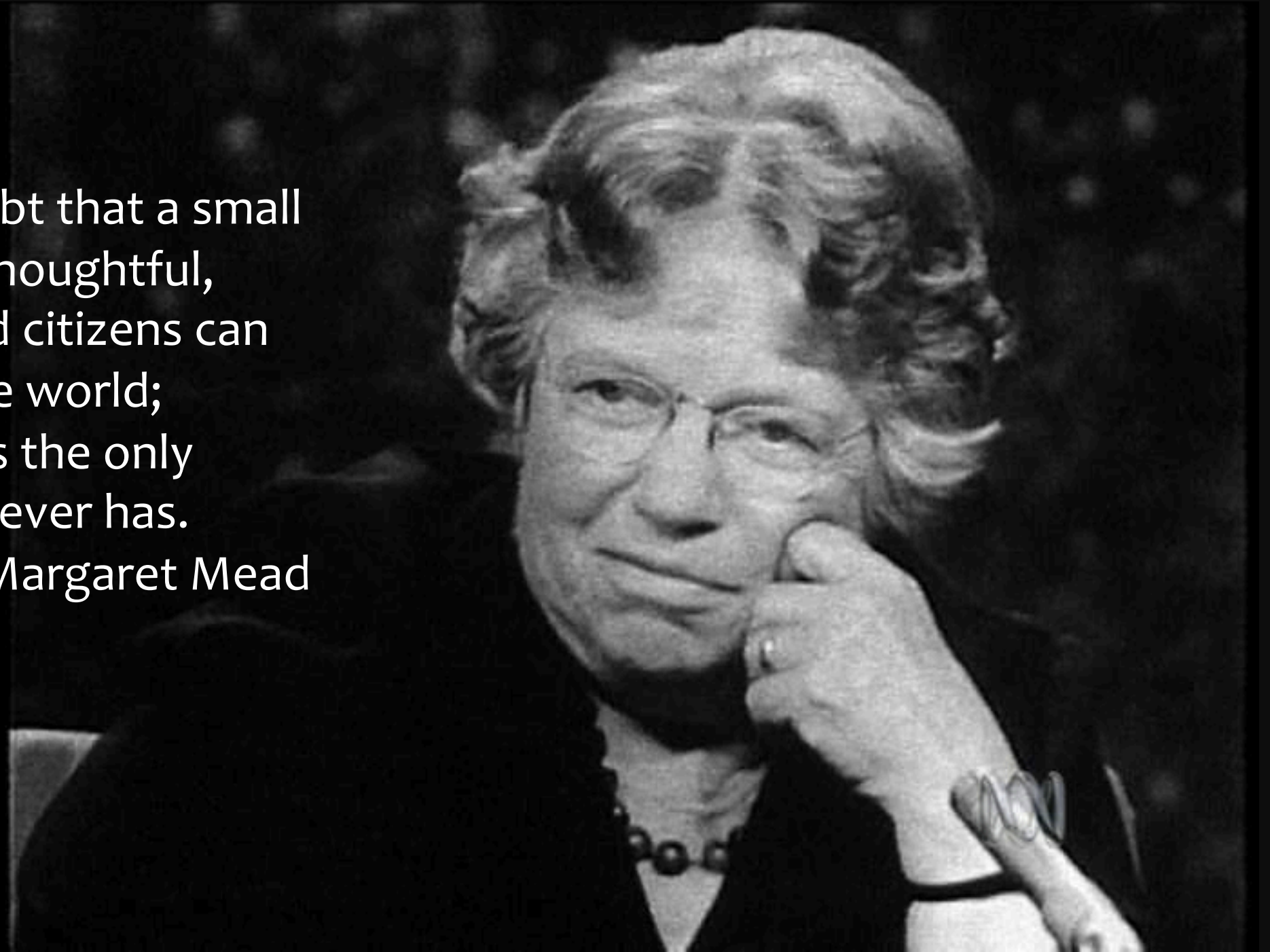
**A Pragmatic Primer
for Realistic
Radicals**

Saul D. Alinsky

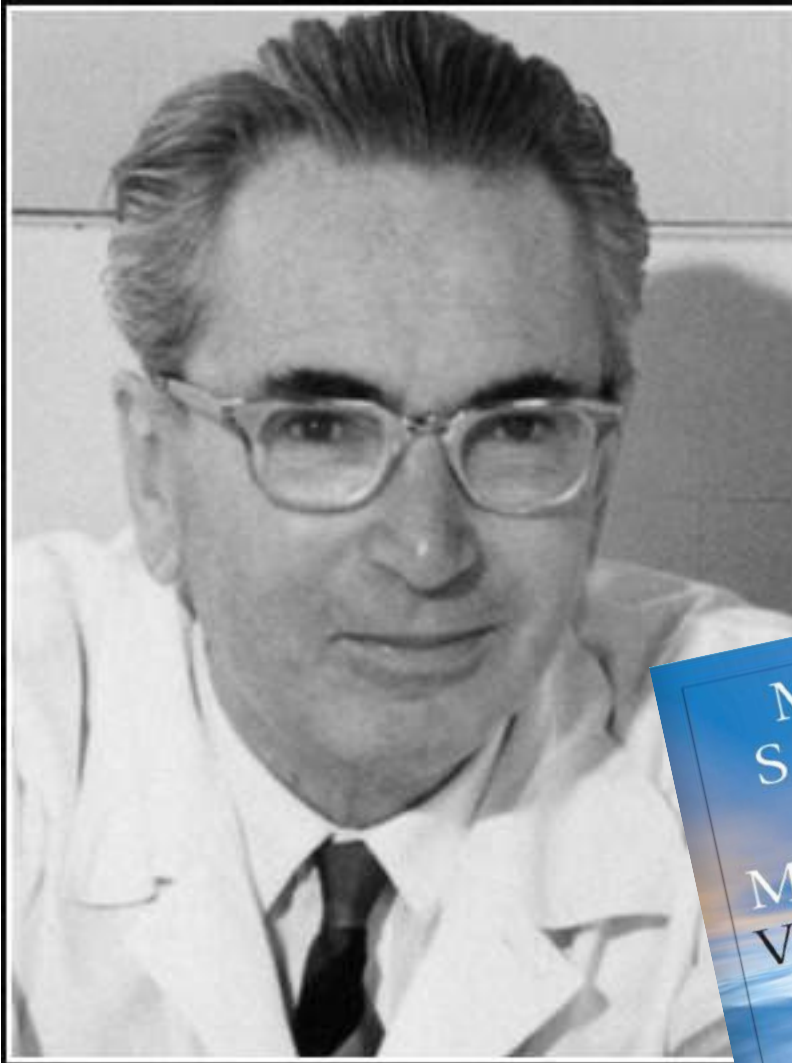
I hope that these pages will contribute to the education of the radicals of today, and to the conversion of hot, emotional, impulsive passions that are impotent and frustrating to actions that will be calculated, purposeful, and effective.

Never doubt that a small
group of thoughtful,
committed citizens can
change the world;
indeed, it's the only
thing that ever has.

Margaret Mead

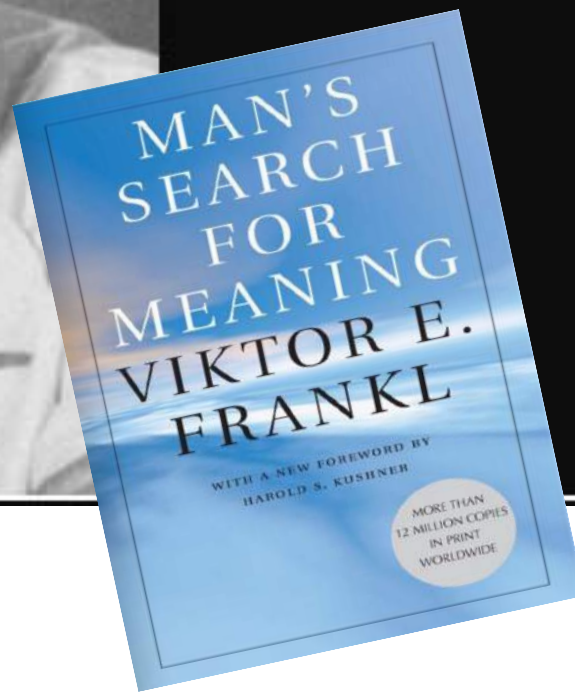






Between stimulus and response
there is a space. In that space is our
power to choose our response. In
our response lies our growth and
our freedom.

— Viktor E. Frankl —





Where's the
patient?!



We're all patients, Carolyn!



Strength in Diversity



“the citizen-patient”



BMJ

18 May 2013 | bmj.com

Safeguarding adults at risk of abuse
Better management of multimorbidity
How safe is sitagliptin?
Autologous blood for tendinopathy



LET THE PATIENT REVOLUTION BEGIN

champion



faculty committees



THE UNIVERSITY OF BRITISH COLUMBIA
UBC Health Council

Patient Advisors
Network



Independent
Informed
Connected

co-founder



global advocate

mentor



team member



instructor



researcher

advisor



speaker



coach





Why engage citizen-patients?

- ✓ to improve the **quality** of care services and experience
- ✓ to inform and **educate** patients and the public
- ✓ to build **confidence** with the public
- ✓ to teach **health professionals** to bridge the silos
- ✓ to make better use of health care **resources**
- ✓ to improve how health services are **evaluated**

 ***to transform healthcare culture***

Adapted from Cartwright and Crowe, 2011

How to Partner with
Patients and Carers?



Ask the
Expert!



DRIVING FORCE

RESTRAINING FORCE

FOR PATIENTS AND FAMILIES

Validation: “who I am matters”

Self-confidence: “what I say matters”

Legitimacy: “my needs matter”

Fosters agency: “speaking up matters”

Allows gratitude: “I can say thank you”

FOR PATIENTS AND FAMILIES

Under-confidence: “who should I talk to?”

Rapid interactions: “what’s happening?”

Tradition: “Doctors know best”

FOR CLINICIAN-LEARNERS

Courage: “I can ask you”

Core skills: “I can hear you”

Person-centredness: “I can help you”

Awards agency: “I can improve care”

Safety and quality: “I recognise poor care”

FOR CLINICIAN-LEARNERS

Under-confidence: “this is unfamiliar”

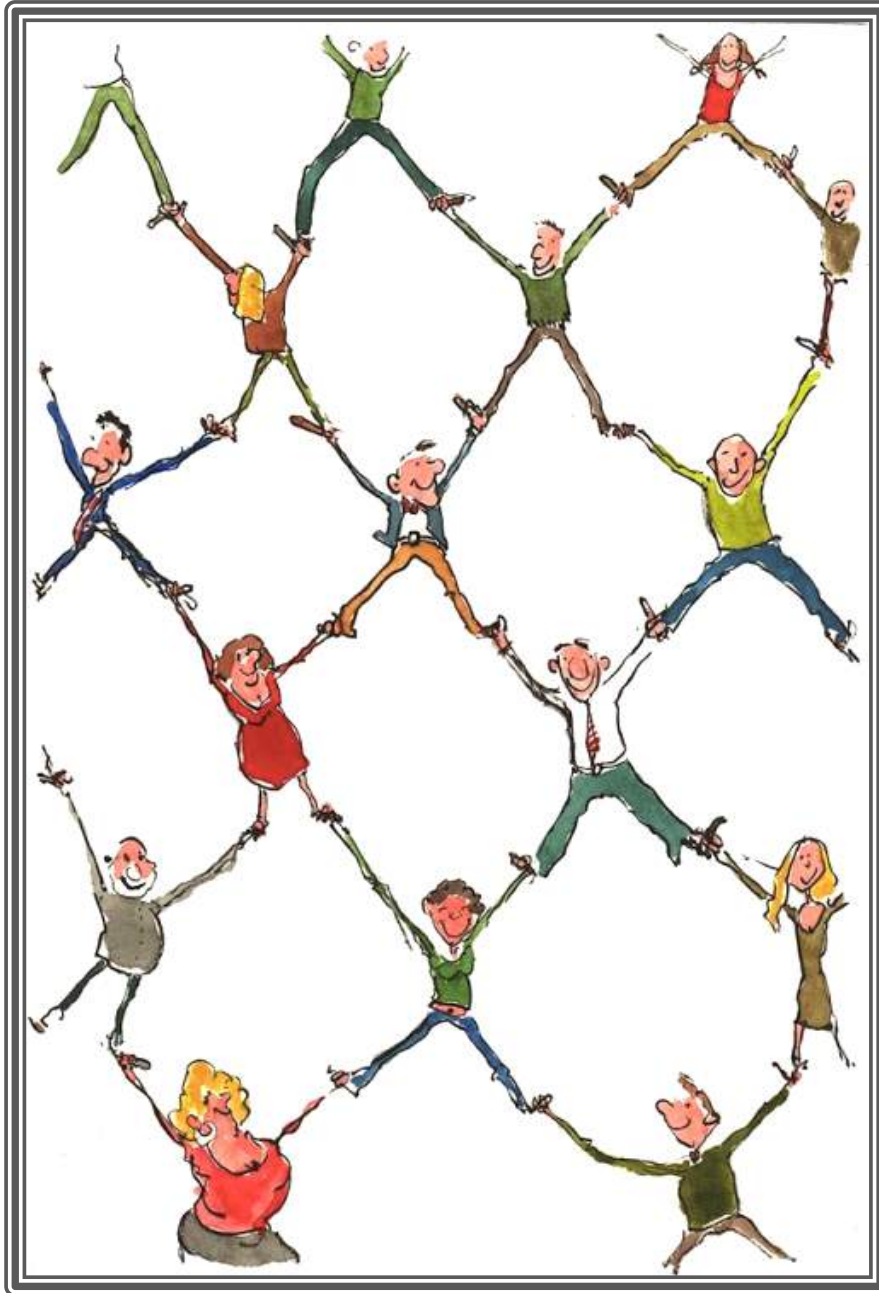
Packed Shift: “I don’t have time”

Hierarchy: “I’m too junior”

Disempowerment: “it’s not my job”

adapted from C. Canfield, A. Carson-Steven, N. Cork (2016)





- ✓ skills
- ✓ respect
- ✓ awareness
- ✓ competence
- ✓ trust
- ✓ calmness
- ✓ accountability
- ✓ intuition
- ✓ communications
- ✓ interdependence
- ✓ *and more!*

Join Up with Others to Share Your Ideas

~ Problem-solve Together ~



Invite the Patient and Family to Learn with You!



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Thank you!

carolyn.canfield@ubc.ca

