

**Primary Health Care Program Memo  
Department of Family Medicine**

From: Jane Krilyk, PHCP Manager  
To: David Price  
Re: Patient Handouts

The Partners in Health group at SFHC currently consists of 6 members: 3 patients, Maureen Leedham, Jennifer Gough and myself while the Special Program Nurse position is vacant. The group needs more staff and patients to join it soon.

Between January and March, this group worked on preparing new patient handouts that would help all SFHC patients know how to use services well. The content was gathered, distributed to all SFHC staff for input, revised and drafted into the attached documents.

The Partners in Health group is forwarding this request to further develop their work and produce handouts that incorporate the following principles:

- team specific handouts are better than one general handout but some information can be the same for all teams
- question and answer format whenever possible
- easy to read and understandable language
- easy to reproduce within the clinic so timely changes can be made when hours, services and people change
- have one person on each team responsible for keeping enough copies available for patients and for getting handouts made quickly when information changes.

The Partners in Health group have limited production skills or resources and invites SFHC to make changes that improve what they have produced. The important job is to help the patients know what services are available and how to use these services easily.

Thank you for forwarding this work for discussion at your advisory meetings.

David Chan - FYI

March 21, 2003

To: David Price  
From: Jane Krilyk  
Re: Partners in Health Group @ SFHC

I met with the Partners in Health group during the last 3 meetings (at the request of Eileen Hanna who was seconded) and recognize **major issues that are causing dysfunction and could lead to group dissolution in the near future**. I am bringing this to your attention and encouraging you to make some decisions about this group's future.

### Partners in Health

#### Background

The Partners in Health group began several years ago under the expressed value of patient involvement in the service delivered at SFHC . It has been a partnership between interested and vocal patients and staff. Les Lee, Pat Harkness, David Chan, Janet Geiss, Linda Richards, Carol Ridge. Catherine Coyle and Linda Blake are staff who have provided support and enthusiasm to this group. Jack Azulay and Lois Stanton have been patient members since the group began and there have been 3-6 patient members. The group have produced 9 newsletters that inform patients about SFHC services and staff changes (see SFHC website for newsletters)

#### The intent/goals of the group are to:

- form an effective partnership between patients and staff
- promote effective communication, mutual satisfaction and self determination for patients and staff
- provide a vehicle for putting into action the assets, skills and abilities of patients and staff
- share ideas
- make recommendations
- provide leadership
- implement initiatives with regard to the care provided to patients
- link with other community programs

Membership in previous years has been at least one representative from all areas of clinical functioning and as many interested patients as possible.

## Issues

**1. Inadequate SFHC representation on this group sends patients the message that SFHC is not interested in this partnership.** SFHC reps are Maureen Leedham and Jennifer Gough. There are no professional reps to this group and no reps from reception/clinical support staff – the service providers. The patients understand why Linda R. and Janet G. are not currently present but they do not understand why there are no replacements for them nor why professionals and SFHC leaders are not/do not seem to be interested.

**2. Inadequate patient representation means the 3 who do attend are frustrated.** They keep expressing their willingness to participate, to be constructive and to be helpful and also express their ongoing frustration with not having SFHC “partners” to do meaningful work in a collaborative way. They don’t see SFHC making efforts to bring more patients on board. They are not hearing what SFHC see as service issues and problems so they can participate in doing something beneficial. All 3 patient reps are Seniors and when 2 of the 3 go out of town from April till October, the committee cannot meet. By the time the group begins meeting again in November, it has to start from scratch again and the patients feel they will have to set the agenda.

**3. This lack of critical mass and lack of valued work implies that this group should end.** Is this the message that SFHC wants to/intends to give to its patients?

My role on this group is questionable. The PHCP supports the premise that patient involvement in delivery of quality health care services is relevant and program nurses located at SFHC have participated in the Partners in Health group. Currently we have no program nurses at SFHC and I have become involved to show continued support. However, I am not a service provider at SFHC and do not participate in or make decisions there. Since I joined the group, I have helped them do something the patients perceive as useful – update the patient information handouts. A proposal for these will be forwarded to you soon for discussion at your April executive meeting. I do not think my continued involvement with this group is appropriate.

I am available if you have any questions.