

11 priorities areas

Measurement that is **patient-driven**

Giving “voice” to patients, family caregivers, and communities

Ensuring **patients feel safe** to provide feedback

Individualized or **tailored measurement** in diverse populations

Representation of marginalized, vulnerable, or hard-to-reach populations

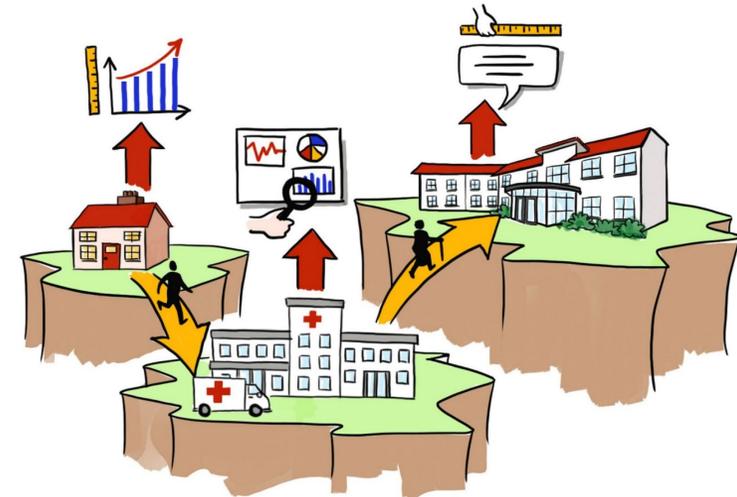
Measuring across the **journey of care**

Indigenous methodologies

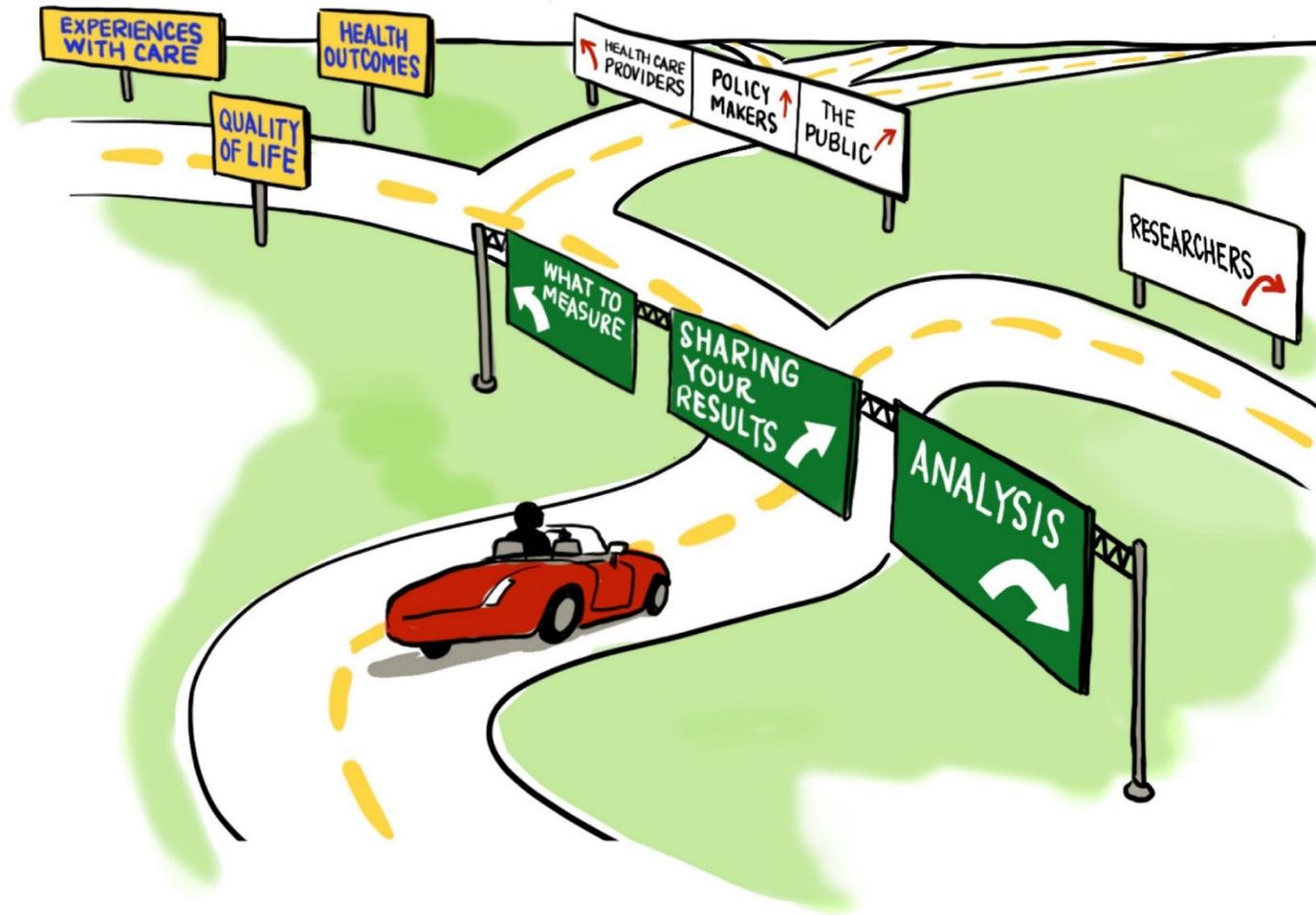
Improving use of patient-reported data

Ensuring the data collected accurately reflects **what is important to patients**

Innovative technology for patient-reported data collection, analysis, reporting, and use



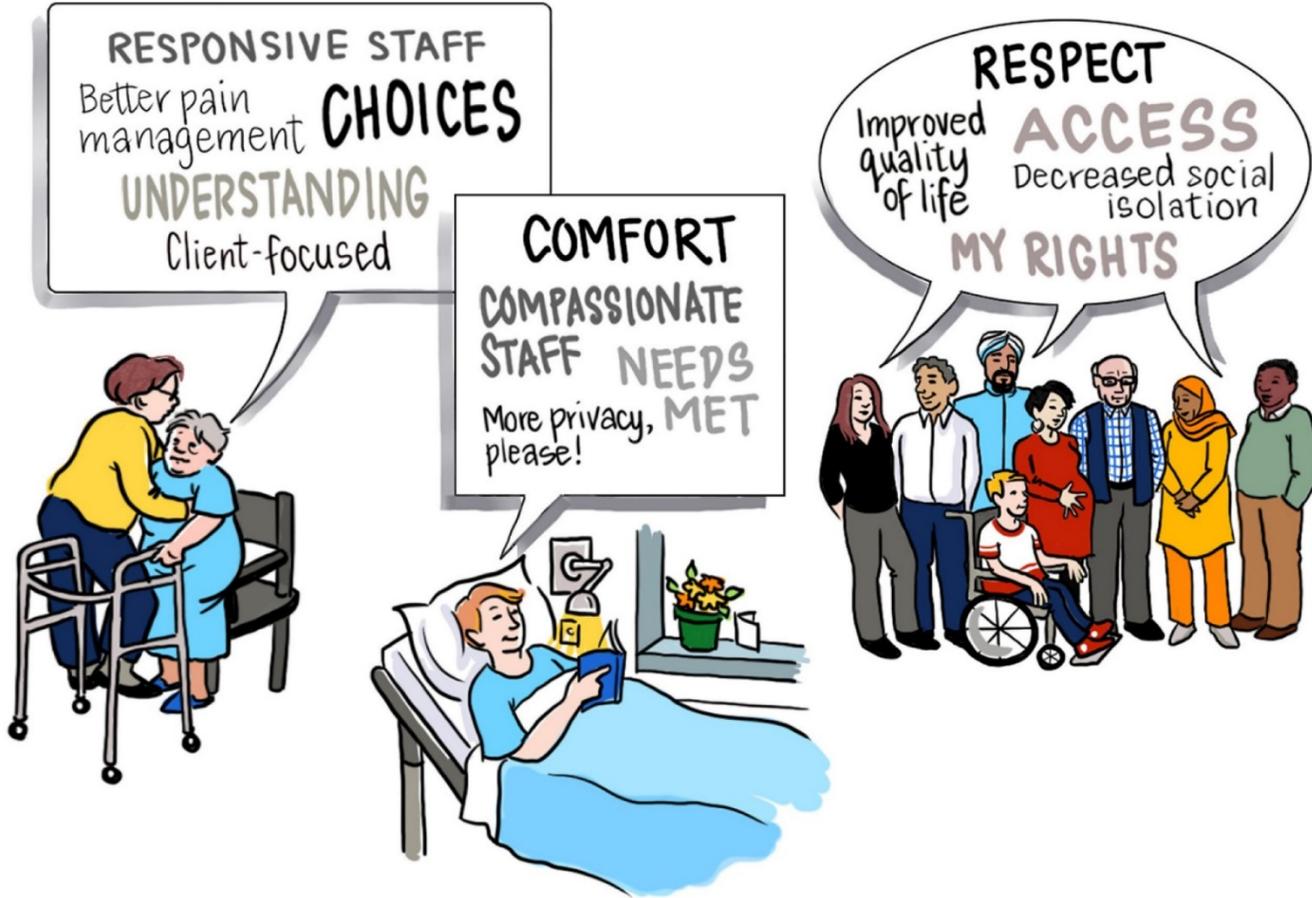
Theme I
MEASUREMENT THAT IS PATIENT-DRIVEN



"I think historically, patients haven't been involved in creating these tools...*our voice wasn't there to begin with.*"

Theme 2

GIVING "VOICE" TO PATIENT, FAMILY CAREGIVER, AND COMMUNITY STORIES



"...if you rattle off a bunch of numbers to me, it doesn't mean anything, but if that's encompassed in a story ... then it's more relatable. It's something I will remember. I won't remember that 92% of people said "blah, blah, blah", but I will remember the story that's weaved...."

Theme 3

ENSURING PATIENTS FEEL SAFE TO PROVIDE FEEDBACK



“We can tell you [...] but are you going to listen, and how are you going to listen? Are you going to listen through a lens that has a predetermined outcome or understanding, or are you going to try and really open up and listen and try and comprehend what is being said?”

Theme 4

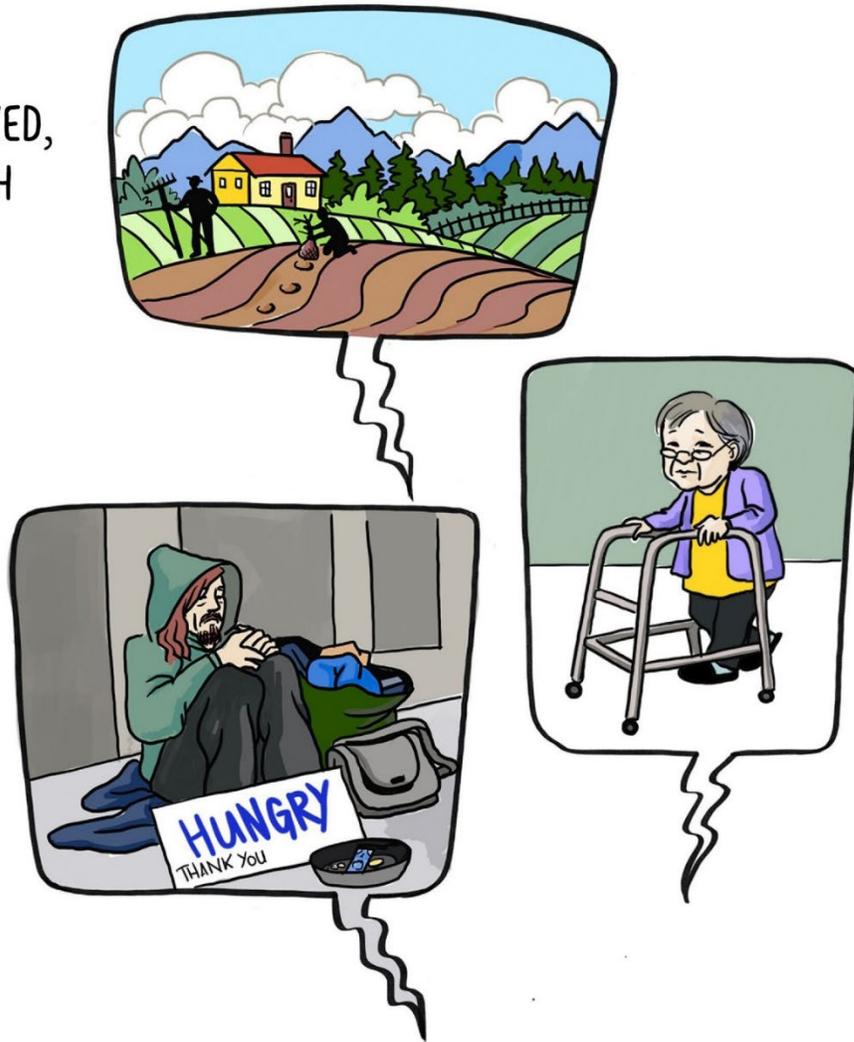
MEASUREMENT TOOLS THAT ARE INDIVIDUALIZED OR TAILORED FOR DIVERSE PATIENTS AND POPULATIONS



“... society in general has a bias that affects all marginalised groups, that we look at somebody in a wheelchair from the perspective of someone who can walk. We look at gay and lesbian people from the perspective of people who are straight. We look at folks who have disabilities, be they physical or cognitive, from the perspective of somebody who is normal...”

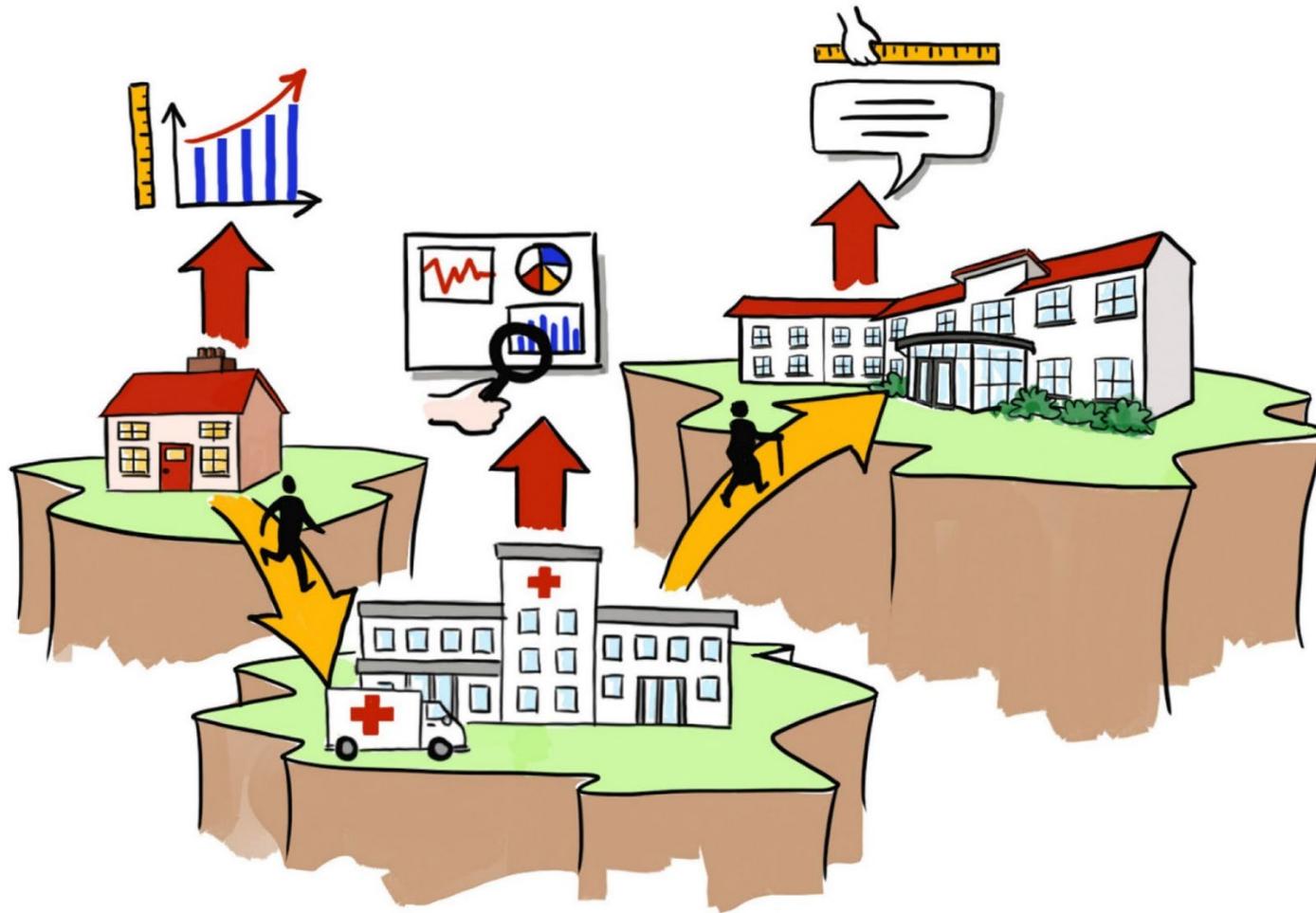
Theme 5

METHODS FOR ENHANCING
REPRESENTATION OF MARGINALIZED,
VULNERABLE, OR HARD-TO-REACH
POPULATIONS



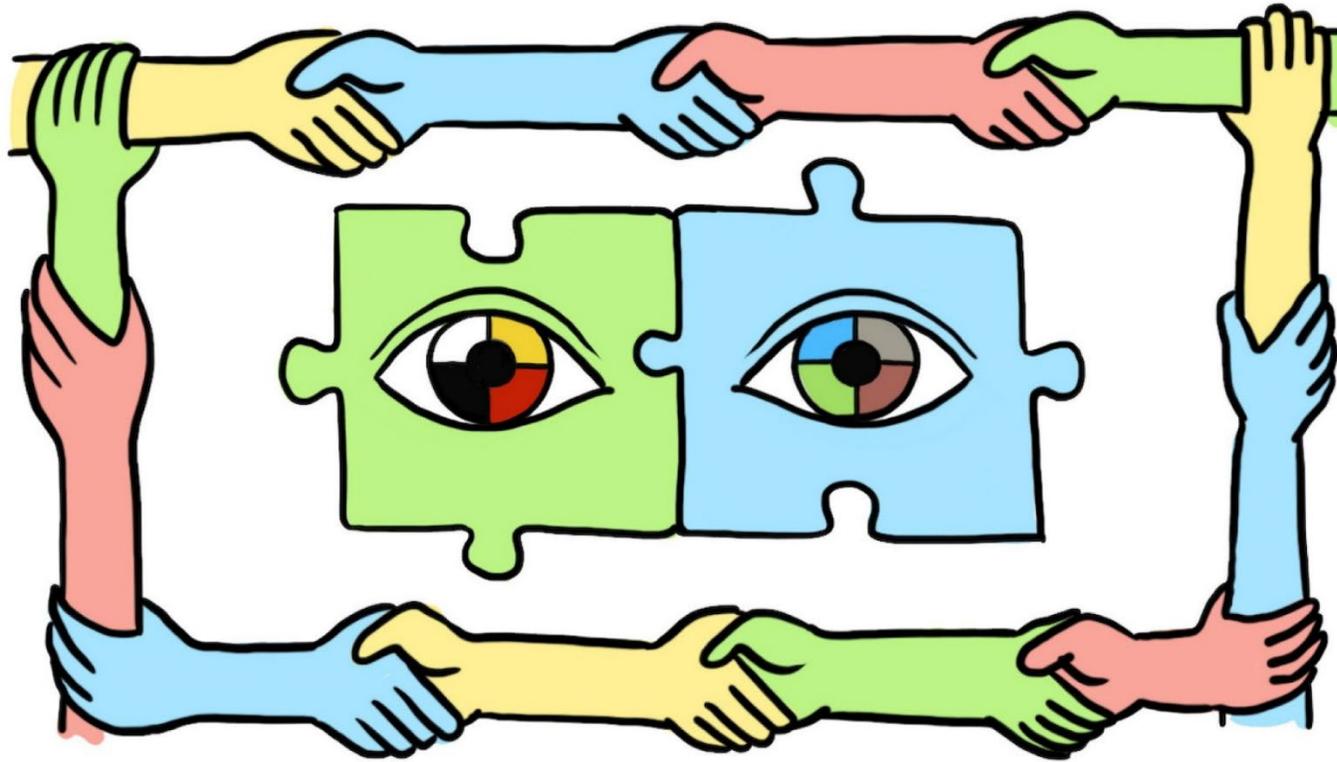
“There are challenges in why certain people don't want to talk. There's a reason. Here's a doctor and a nurse ... saying, “Tell me, tell me, tell me, tell me your story.” That just triggers in me a response like, “Get out of my face. I'm not going to talk to you. I'm scared. I want to run.” This is not just a First Nations issue. It's a people issue. We've all been traumatized, okay?”

Theme 6
MEASURING ACROSS THE JOURNEY OF CARE



“Huge potholes ...if I wasn’t on it all the time, I would still be not taken care of. It was like they weren’t talking to each other. It was like, “I’m this specialist. I’ll look at that. I’m this specialist. I’ll look at that,” and there was no continuity.”

Theme 7
INDIGENOUS METHODOLOGIES FOR PCM



"One of the things that came to mind, firstly, was the two-eyed seeing concept, so that if you're working with Indigenous First Nations people, the Western way of doing and then the traditional way, as well. Because the days of coming in with all the knowledge or saying, "This is what you need. We're going to save you colonise your culture", those days are long gone. So, a two-eyed seeing approach honours the ways of both knowledge bases."

Theme 8
IMPROVING USE OF PCM DATA



“So, the goal is not reporting it provincially and ticking your box for the hospital versus a GP office. It’s actually to get the information to the hands of the individuals who need that feedback to modify their behaviour.”

Theme 9

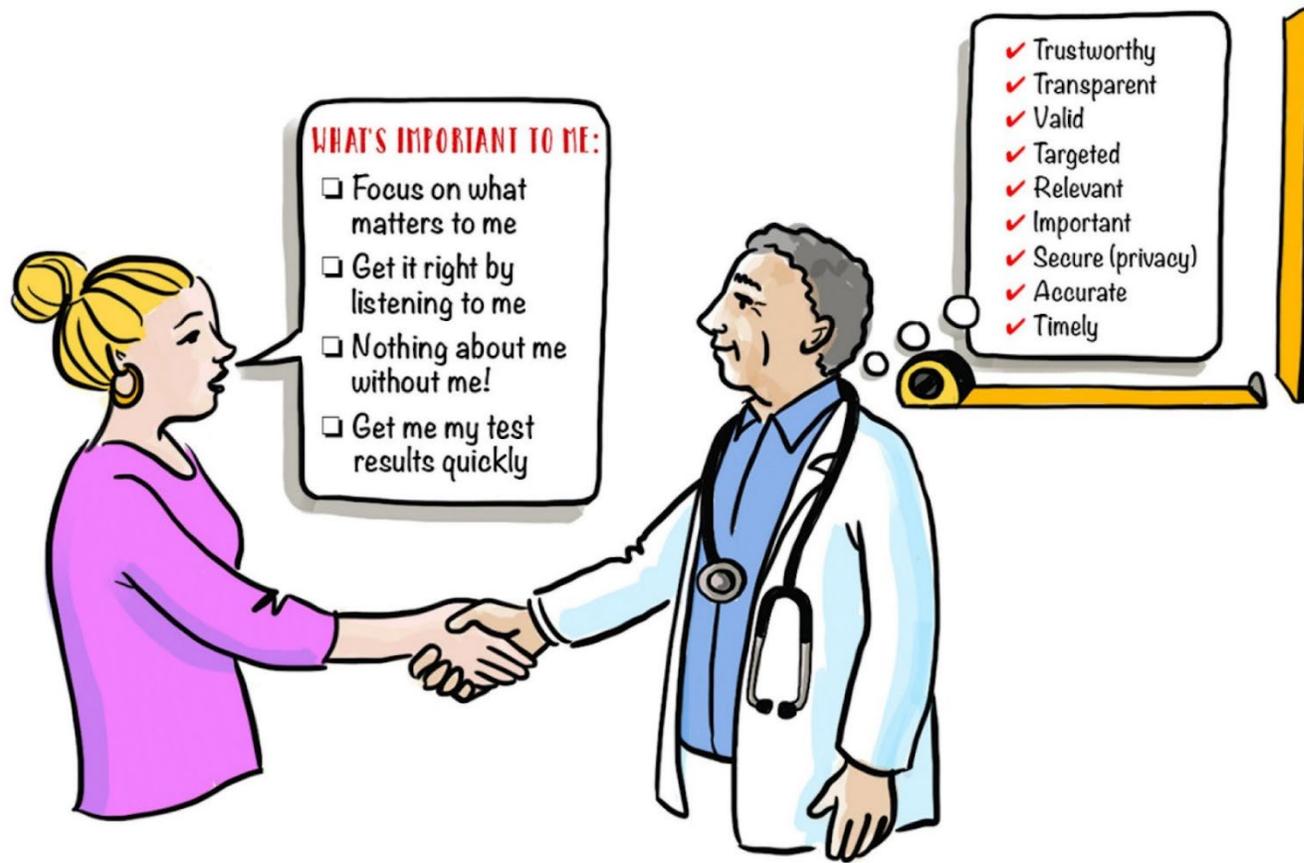
INTEGRATION OF PATIENT-REPORTED DATA WITH CLINICAL AND ADMINISTRATIVE DATA



"I think a lot of this highlights the relationship between a patient's goals and our clinical goals and how they are interpreted when they come together... to me it's the intersection of where they come together as to how we apply this in practice."

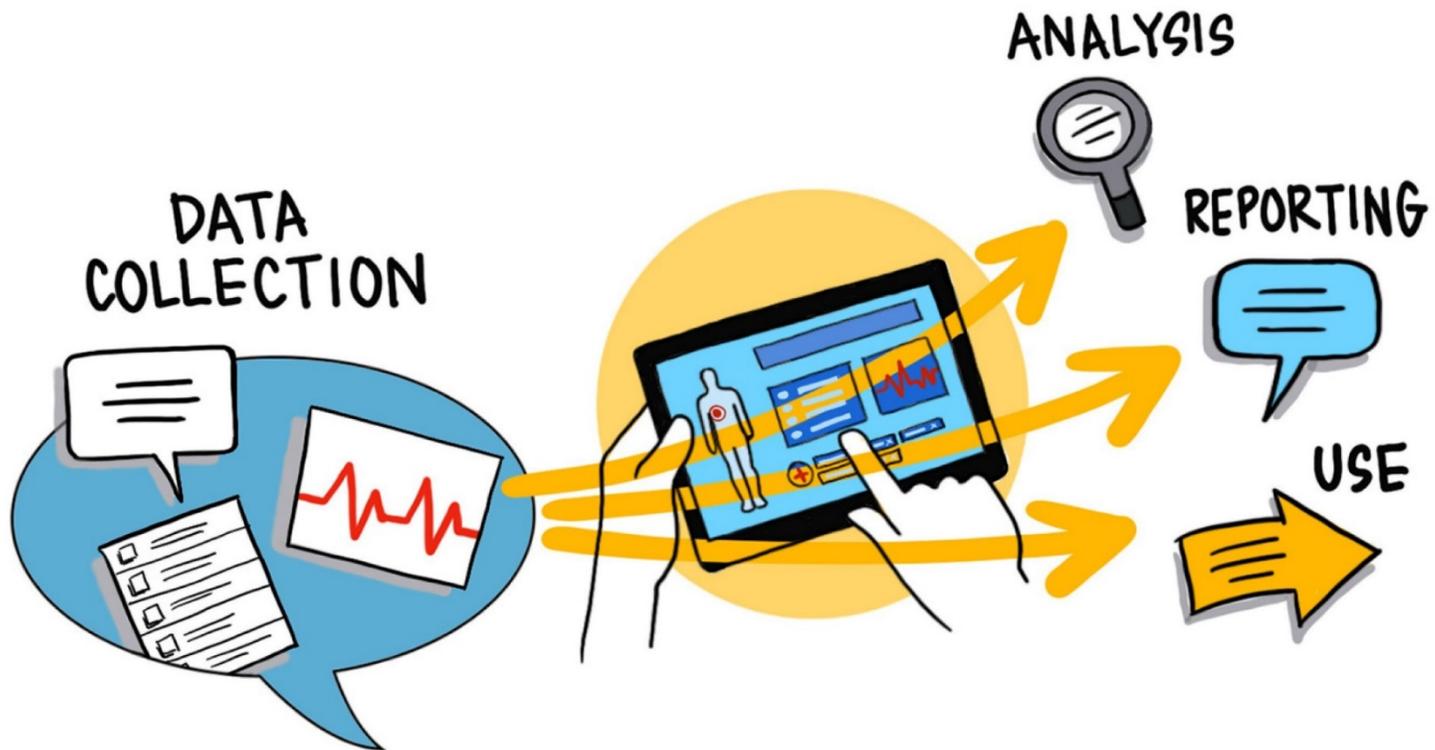
Theme 10

ADVANCING METHODS FOR ENSURING PCM ACCURATELY REFLECTS WHAT IS IMPORTANT TO PATIENTS



“So, it’s kind of multiple stage. The first is how do we make people comfortable with providing honest feedback, and then how do we use that feedback to create change.”

Theme II
DEVELOPMENT AND IMPLEMENTATION OF INNOVATIVE
TECHNOLOGY FOR PCM



“...it's so important not to ignore people who don't have digital communication. There's a lot of us.”