

Patient Partnered Care

The CMA supports the following CMA Patient Voice definition of Patient Partnered Care.

Patient-partnered care is defined as an authentic collaboration between decision makers; patients, healthcare providers and informal caregivers, built upon four foundational team-based pillars* including collaborative leadership, communication, situation monitoring, and shared decision making and mutual support. This collaboration must embody an equity-informed approach that ensures that all barriers that stand in the way of patient and informal caregiver engagement are addressed in a respectful manner. These pillars support a team-based culture that is important for patient-partnered individual health decision-making, designing or redesigning care delivery systems and research.

*Modified from [UofC Team Scheme approach](#)

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The CMA supports the following CMA Patient Voice definition of Patient Partnered Care.

An authentic and equity informed* collaboration between decision makers; patients, healthcare providers and informal caregivers, built upon four team-based pillars (modified from [University of Calgary Team Scheme approach](#)):

- 1. Collaborative leadership – Clear team roles are jointly defined, and one primary facilitator/healthcare professional supports efforts toward mutually agreed upon goals and tasks. Roles and team membership are regularly reviewed and remain flexible based on the tasks required.**

2. **Communication** – All team members have access to the same clear, concise, and essential information including the mutually agreed upon tasks and actions. Information is shared and received with clear handover and regular team huddles are arranged.
3. **Situation monitoring** – Team members cross-monitor each other and regularly evaluate progress towards shared, agreed-upon goals. Challenges - and pivots - are anticipated, additional support is requested as needed and resources are used wisely. Trends among the continuous improvement of team processes can also inform broader systemic change/decision-making.
4. **Shared decision making/mutual support** – Decisions are made collaboratively as a team in order to respectfully achieve collective goals. Members are supported in being assertive when necessary (e.g. safety concerns) and conflict is effectively managed. Trust is essential and all share responsibility for team achievements.

These four pillars support a team-based culture that is important for patient-partnered individual health decision-making, designing or redesigning care delivery systems and research.

**Equity-informed collaboration ensures that among the team, patient feedback and contributions are weighted with emphasis. This is because patients add integral validity to healthcare decisions, they are most significantly impacted by the team's decisions and they have been historically under-represented. Equity-informed collaboration also ensures that all barriers (i.e. systemic and physical) that stand in the way of patient and informal caregiver engagement are addressed in a respectful manner (e.g. Cultural awareness and sensitivity, racial and gender-biases, translation/interpretation, meeting accessibility, trauma-informed safety assurances, etc).*

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Resources

1. University of Calgary. *Team scheme Visual*. Calgary: University of Calgary; 2021. Available: <https://blackbook.ucalgary.ca/about/team-scheme/> (accessed 2021 Mar 15).
2. Batalden M, Batalden P, Margolis P, et al. Coproduction of healthcare service. *BMJ Qual Saf*. 2016 Jul; 25(7): 509–517. Available: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4941163/pdf/bmjqs-2015-004315.pdf> (accessed 2021 Mar 15).
3. World Health Organization (WHO). *Building a Working Definition of Partnership: African Partnerships for Patient Safety (APPS)*. Geneva: WHO: 2009. Available: <https://www.who.int/patientsafety/implementation/apps/definition/en/> (accessed 2021 Mar 15).
4. Jackson M, Collaboration and Patient Partnership Unit (University of Montreal). *Module 101: Fundamentals of Patient Partnership*. Montreal: Centre of Excellence on Partnership with Patients and the Public; 2009. Available: https://ceppp.ca/wp-content/uploads/CEPPP_Presentation_Eurordis.pdf (accessed 2021 Mar 15).
5. Nickel WK, Weinberger SE, Guze PA. Principles for Patient and Family Partnership in Care: An American College of Physicians Position Paper. *Ann Intern Med*. 2018;169:796-799 Available: <https://www.acpjournals.org/doi/10.7326/M18-0018> (accessed 2021 Mar 15).