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The Case for Change: Integration of Health Information to Enable Patient Centered Care

“If you don't hear from me, assume everything is okay”



ASS U Me

10 Key Messages

1. People are at the center of the health care system” Dr. Tony Fields, 2013
2. Nothing devalues a relationship faster than inequality
3. We are all patients at some point.
4. Don’t assume which information patients may need. Chances are you’ll be wrong.
5. “Highly informed patients and providers will be better enabled to achieve optimal health outcomes” Rabi & Chemali, 2017
6. Co-Production: (Only one table)
 - ...Citizens have both the right and the responsibility to be involved in designing (*and contributing to*) a health care system that works for people if they are to fulfill their duties as citizens” Flemons, W., Birdsell, J., & MacKeon, G. 2016
7. Enable providers the time to build & nurture relationships with their patients
8. The culture needs time (and support) to adapt to a world of shared decision making and trust
9. “Canada is a nation of pilot projects.” Dr. Danielle Martin quoting Hon. Monique Begin et al, CMAJ 2009. Invest in Change Mgmt. by identifying & scaling up successes. Allow time for practice and processes to adapt to ensure sustained and optimal use of innovations.
10. Information is the great equalizer – but only if it is shared.

Susan Scott. *Fierce Leadership: A bold alternative to the worst “best-practices” in business today.*

The culture is not out there somewhere

YOU are the culture

I am the culture

And each of us reinforces the culture or influences change every time we walk into a room, pick up the phone, or send an email.