

Client- and Family-Centred Change:

A framework for supporting meaningful collaboration in healthcare

PRESENTER
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Background

Client- and family-centred care (CFCC) is both an ethos and a practice that is an essential element in evidence-informed care. Programs built without considering the lived experience of clients and families do not result in sustainable outcomes.

Through this study, we explored the collaboration between our clinical **Transitions Strategy** team and Holland Bloorview's **Family Advisory Committee** to co-design a meaningful resource for clients, families, clinicians, and system partners using a **Human-Centred Design approach**.

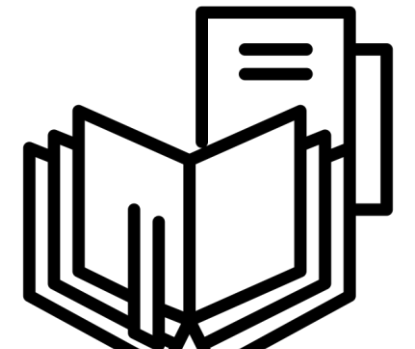
Objective: To investigate how our teams collaborated to meaningfully integrate diverse needs and goals in order to explore/operationalize authentic and meaningful co-creation.

Methods

We employed a community-based participatory research framework with mixed qualitative methods:



Qualitative interviews with:
→ Core team members
→ Project contributors



Review of archives related to:
→ Transitions at HB
→ Meetings/project progress

All data analyzed thematically.

Results

As demonstrated through the diagram → our findings indicate recommended contextual and collaborative/intervention elements that contribute to meaningful HCD co-design.

We provide recommendations from family members and service providers for meaningful co-design and impactful change through a process that offers decentralized leadership shared across contributors.

To be successful, initiatives require commitment and determination on the part of clients, families, and service providers, and the support of organizations and communities.



Families and service providers felt empowered by the process of co-creating a new transition resource to more meaningfully meet the needs of youth and families

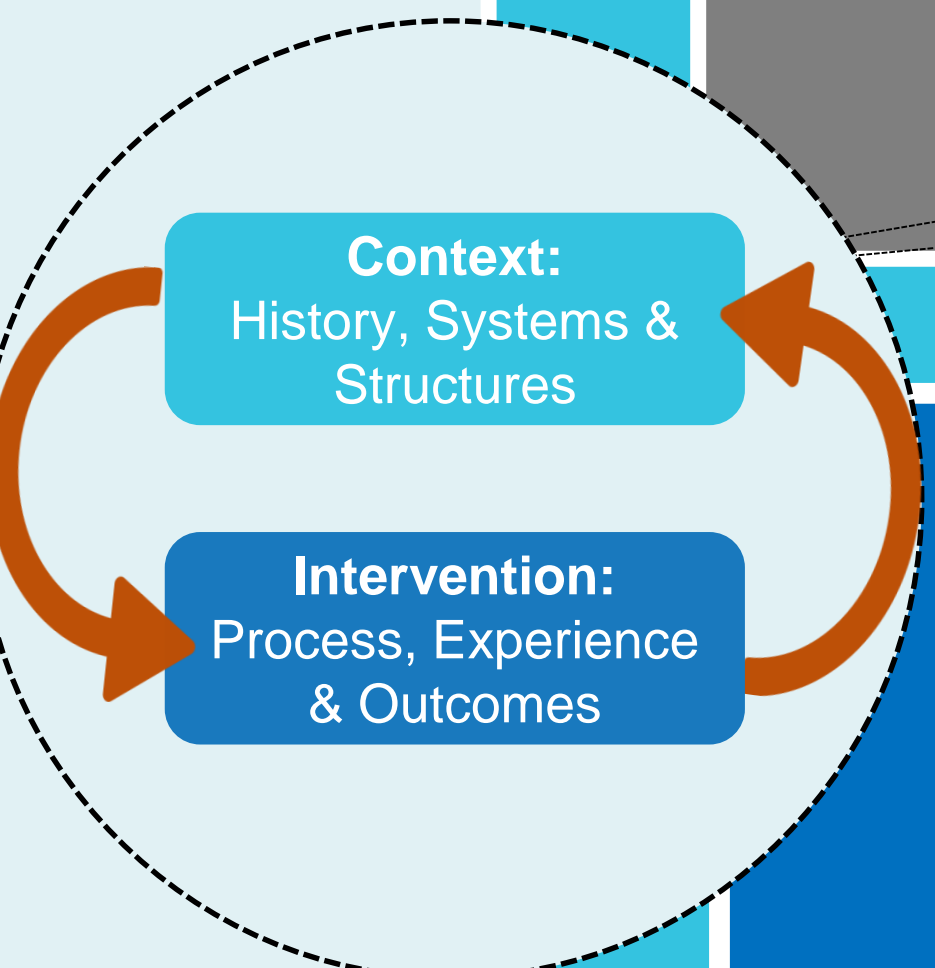
Context

- ✓ Shared belief in importance of CFCC & collaboration
- ✓ Support of leadership
- ✓ Structure for client/family advocacy and engagement
- ✓ Identification of allies within and beyond organization
- ✓ Language/processes to support collaboration (e.g. solution focused communication)
- ✓ Understanding/acceptance of your process

Program/Service not currently meeting needs

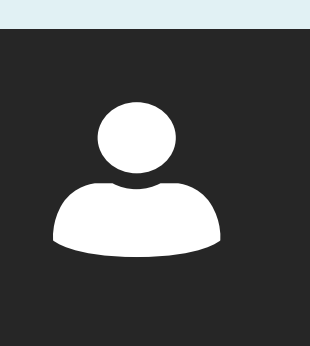
Impacts & Outcomes

- Clinical outcomes** that are meaningful to clients, families, service providers, community partners, and funders (see QR below)
- Meaningful experiences** for contributors at all levels
- Process developed** that fosters unique outcomes that are agile to individual and system change
- Modelling systems** for meaningful collaboration and program/resource development across the healthcare system



Collaborative Intervention (Human-Centred Design)

- ✓ **Partnership:** Shared essential leadership *including* lived experience at all levels
Working as a collective, with communication, shared roles, and shared leadership
- ✓ **HCD Process:** Requires training for all leaders along with some trust in the process
Flexibility based on external circumstances and emergent needs
Regular meetings for reflection and product building
Described 'helpful elements' include: trust in the process, open-mindedness, comfort with uncertainty, willingness to engage differently than before, flexibility, navigating differences of opinion
- ✓ **Broad Collaboration:** Inclusion of partners from within or beyond organization, of current and eventual end users



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