The BC Centre for Disease Control (BCCDC) works at the population level to prevent disease and keep people healthy. As an organisation, we do not normally interact directly with clients. However, understanding patient experience and importantly what kinds of factors led to their illness is imperative to improving the effectiveness of our population health initiatives. At the same time, exploring what leads to client well-being can help us understand how we can contribute to maintaining good health in our populations. The BCCDC wants to enhance our client engagement in order to better understand the patient and public experience with population health in BC. The intent of this work is to ensure that the BCCDC improves the accessibility and effectiveness of our services.

The aim of this project is to increase the accessibility and effectiveness of client engagement in the health service planning, practice and policy-making at the BCCDC. To achieve this, we have three objectives:

1. To increase the number of patient and client engagement activities (committees and patient consultation) at BCCDC from 1 to 4 by November 2019.
2. To assess our client and staff capacity, readiness, expectations and perceptions for client engagement through an online survey.
3. To assess client and staff experiences after taking part in client engagement through an online survey and to apply that feedback in future engagement planning.

### Key Findings to Date

<table>
<thead>
<tr>
<th>Number</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Working groups introduced client engagement in their services.</td>
</tr>
<tr>
<td>12</td>
<td>Staff members joined the P2P committee.</td>
</tr>
<tr>
<td>5</td>
<td>Staff and committee training events including in-house workshops with experts.</td>
</tr>
<tr>
<td>5</td>
<td>Engagement events including patient representatives on stakeholder and funding committees, as well as consultation on public health messaging.</td>
</tr>
<tr>
<td>81</td>
<td>Provincial working groups at BCCDC</td>
</tr>
</tbody>
</table>

### What have our clients said?

> I fully enjoyed the process and being treated equally by the staff. Look forward to working with them again.

The perspective of the public is so valuable as it is a quite different perspective than that of the provider and is needed even to ask the right questions.

As a client, I personally do not have a clinical, statistic nor scientific background. This can lead to a huge learning curve and or prevent me from not wanting to chime in, for fear of sounding dumb.

### Strategy for Change

- **Background**
  - The BC Centre for Disease Control (BCCDC) works at the population level to prevent disease and keep people healthy. As an organisation, we do not normally interact directly with clients. However, understanding patient experience and importantly what kinds of factors led to their illness is imperative to improving the effectiveness of our population health initiatives. At the same time, exploring what leads to client well-being can help us understand how we can contribute to maintaining good health in our populations. The BCCDC wants to enhance our client engagement in order to better understand the patient and public experience with population health in BC. The intent of this work is to ensure that the BCCDC improves the accessibility and effectiveness of our services.

- **Project Aim**
  - The aim of this project is to increase the accessibility and effectiveness of client engagement in the health service planning, practice and policy-making at the BCCDC. To achieve this, we have three objectives:
    1. To increase the number of patient and client engagement activities (committees and patient consultation) at BCCDC from 1 to 4 by November 2019.
    2. To assess our client and staff capacity, readiness, expectations and perceptions for client engagement through an online survey.
    3. To assess client and staff experiences after taking part in client engagement through an online survey and to apply that feedback in future engagement planning.

- **Key Challenges and Questions**
  1. How can we make sure a range of clients are engaged not just those who are actively client engagement ‘experts’?
  2. How do we make sure our requirements of meaningfulness and quality are met in our engagement design?
  3. How can we feed back to clients in an active way, ensuring people don’t feel unengaged after the engagement?
  4. How do we organise our operational and resource support to staff who are interested?

- **Next Steps**
  1. Expansion of engagement events, i.e. not only with staff already engaged but to other staff members and working groups.
  2. Online survey research including finalising proposal, applying for ethics and expanding the survey to staff.
  3. Finalise terms of reference and guidelines for new staff who want to get involved in engagement.

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  - Nick Smith, Project Manager Antimicrobial Stewardship
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### References and Thanks

- IAP2: Planning for Effective Public Engagement
- BC Patient Safety and Quality Council, Quality Academy; Patient Voices Network