

April 1/23 to March 31/25 Action Plan At-A-Glance

This Action Plan is a living document that will be informed by input across the health system throughout implementation, including health authorities, ministries, researchers, Indigenous communities, patient partners and others

<p>GOAL</p>	<p>To modernize BC’s Patient-Centred Measurement program by</p> <ul style="list-style-type: none"> ⇒ Providing more frequent and accessible patient-reported information for monitoring, evaluation, and quality improvement initiatives ⇒ Collaborating and providing advice, as requested, to strengthen coordination and impact of real time patient feedback efforts for clinical practice decision-making and strategic initiatives where patient feedback is sought
<p>STRATEGIC OBJECTIVES</p> <p>Responsive</p> <p><i>A core set of trusted data is available to health system users on a more frequent, predictable basis for health system quality improvement, monitoring and evaluation, and performance measurement and accountability</i></p>	<p>ACTIONS</p> <ul style="list-style-type: none"> ⇒ Define a core set of global patient-centred measures that apply across the health system and transition the BCPCM to a platform of regular data collection and reporting on these measures ⇒ Identify the service sectors and frequency for core survey implementation and the planned frequency for other key service areas and targeted priorities ⇒ Expand the use of digital technologies to streamline data collection and reduce per survey costs while maintaining response rates ⇒ Continue to research and invest in quantitative and qualitative approaches for the inclusion and participation of Indigenous and other diverse populations ⇒ Explore how real-time feedback to support clinical practice could be strengthened and supported provincially and identify the resources required
<p>Actionable</p> <p><i>Health system users have timely access to PCM data and results and there is adequate support for knowledge translation to use the data for improvement initiatives</i></p>	<ul style="list-style-type: none"> ⇒ Embed regular reporting of PCM findings and routine access to final weighted results, tools, and resources for Ministry and health authority decision makers that is separate from the timing and process of a public release ⇒ Determine the best approach for supporting high quality data analytics and knowledge translation of PCM data across the health system (e.g., products, cross-organizational partnerships, expanded education, accessible expertise)
<p>Impactful</p> <p><i>The health system has embedded accountability for using the data that it collects from patients as part of a quality-driven patient-centred health system</i></p>	<ul style="list-style-type: none"> ⇒ Integrate expectations for use of PCM data and associated reporting requirements into existing accountability documents between the Ministry of Health, Ministry of Mental Health and Addictions, and Health Authorities ⇒ Identify one or more patient-reported measures for integration into health system performance reporting (e.g., Health System Performance Report) ⇒ Report annually to Leadership Council on the progress of this action plan
<p>OUTCOME</p>	<p>Data collected directly from patients on a core set of scientifically rigorous experience of care and health status measures informs health system planning and health care service delivery decisions that optimize health, wellness and quality of life for British Columbians.</p>