Patient, Client, Partner Council

HPE OHT Collaboration



The **HPE OHT Patient, Client and Partner Council (PCPC)** is one of the strongest examples of collaboration across HPE OHT. PCPC members contribute to nearly all governance tables and Action Teams, including serving as a co-lead of the Stewardship Group. Their contributions include developing the HPE OHT Statement of Values, acting as ambassadors for HPE OHT in public settings, and bringing patient and caregiver perspectives to discussions and planning across the organization.



The Council has also developed and launched a public engagement project that creates opportunities for meaningful, face-to-face conversations with residents from equity-deserving populations. These conversations help inform healthcare improvements across Hastings and Prince Edward counties.

For many years, involving the patient voice in planning and everyday discussions about care and service delivery was difficult for many in healthcare to conceptualize and put into practice. After five successful years of working alongside HPE OHT leaders and Action Teams, PCPC members have learned how to contribute as co-designers and collaborators in shaping improvements.

Now, PCPC is ready to challenge individual organizations to take the next step by intentionally and authentically engaging their own clients in co-design and collaboration.

FOR MORE INFORMATION

After five years of experience, PCPC is ready to help individual organizations recognize and realize the value of listening to the patient voice in their everyday work.

There is a valuable opportunity to bring patient, client and partner perspectives into the work of services and organizations across HPE. Connect with PCPC members for guidance and support in getting started!

Having PCPC members at the table keeps patients at the centre of our work. The questions they ask and the curiosity they bring can prompt planners to reconsider their assumptions, particularly when patients and other recipients of care have not traditionally been involved in decisions and planning discussions.

Co-designing with patients, caregivers and partners makes our work more authentic, meaningful and responsive to the needs of those we serve.

Hastings Prince Edward
Ontario Health Team