

SPEAKING NOTES

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Chair, The Change Foundation

*2010 Meeting of the Mind: Redesigning Health
Services with Patients Top of Mind*

Tuesday, June 22, 2010

Toronto, The Old Mill Inn & Spa

- Thank you Lillian, good evening everyone, and welcome to The Change Foundation's third *Meeting of the Minds*. Special greetings to those who've travelled from the UK, the US, and from our Prairie and West Coast provinces. I'd also like to tip my hat to some newcomers here tonight – patient and caregiver representatives -- whose presence reflects what we think is a meaningful tilt to The Change Foundation's focus. More on that later.
- Many members of our Board are also here tonight, and I'd like to recognize my colleagues of like mind – Directors Susan Pigott, Neil Stuart, Louise Lemieux-Charles, Larry Chambers, newly minted member Ron Sapsford, and Chair Elect Sheila Jarvis. And of course our CEO Cathy Fooks, who, as luck would have it, gets to speak to you AFTER you've wined and dined.
- Since I'm standing in the way of that, I will be brief. I'm here to launch not only this year's *Meeting of the Minds*, but also, to launch The Change Foundation's *2010-2013 strategic plan, called Hearing the stories, Changing the Story*. If you've had time to peruse our new plan, you'll see the logic of linking the two, and launching our plan here and now. They both seek to change the debate, change the practice, and change the health-care experience. This is no frivolous focus; it aligns with – and we hope advances – part of the province's public policy agenda.

- **Some of you in this room tonight served on a sounding board to help us land on the spots where we think we can make a contribution. We hope your good counsel will continue, and we hope others will join in.**
- **Three years ago, The Change Foundation morphed into a health policy think tank dedicated to supporting the creation of a better, more integrated health-care system. That job's clearly not done, and we remain steadfast in our commitment to advance that goal. But, with a more pointed purpose and to a clearly articulated end: to improve the experience of individuals and caregivers as they move in, out of, and across the health-care system over time and as their health changes.**
- **We'll pay particular attention to points of transition in the system, which we know from our report, *Who is the Puzzlemaker?*, causes such distress and confusion to patients and caregivers. We heard from them a rallying cry for a less fragmented and more user-friendly health-care system.**
- **So what's with the tilt? Why is The Change Foundation narrowing its focus on improving health-care experiences? Because a high-performing health system understands, measures and responds to the patient experience. And that -- we believe -- should be front and centre in any health-care reform – not just symbolically, but substantively.**

- **How can health-care users be involved in a meaningful way – with their perspectives and experience taken into account – when changes are being contemplated, conceived and introduced?**
- **Too often patients, caregivers, and their lived realities get overlooked, crowded out by other interests and imperatives. Instead of being shuffled back and forth, people need to be connected to quality care and support wherever they are, clear about whom to turn to and talk to, assured of what comes next.**
- **Over the next three years, the Foundation and its partners will listen to and learn from what happens on the ground to caregivers and their loved ones who need help and health care. We'll hear – and heed – what their experience tells us must be done. We'll engage with the stewards, stakeholders and users of our health-care system, sharing what we've learned on the ground, using evidence, analysis and argument to bring about change.**
- **The plan has three strategic directions, with projects and participatory approaches attached. We'll use research, policy analysis, quality improvement and strategic engagement to achieve our goal. And in three years, we'll look for evidence that individuals and caregivers have become part of a process to redesign services in Ontario. We'll determine**

whether the yardstick has moved and if the experience of health-care users in communities across Ontario has in fact improved.

- **The Foundation is getting to work at once on what will be one of its signature products– a provincial patient/caregiver experience survey that will assess and compare experiences across communities. First up will be finding partners and designing the tool, with input from patients and caregivers and associated groups as well as planners and providers.**
- **But for now, enjoy your dinner and the evening's education, engagement and entertainment!**