



## Health Care Sustainability and Patient Engagement

**Mar. 25, 2019**  
**12:30pm – 5pm**

Lunch: 12pm - 12:30pm  
Wine & cheese reception: 5pm – 6pm

University of Toronto Faculty Club  
Wedgwood Room  
41 Willcocks Street, Toronto ON

This event is free and open to all.

To register visit: <https://uoft.me/4uj>

Public transit and travel subsidies are available upon request; e-mail [julia.ho@mail.utoronto.ca](mailto:julia.ho@mail.utoronto.ca) for further information.



*This symposium has been made possible thanks to the generous funding of the Ontario SPOR Support Unit.*

## Charting the Path Forward Together for Environmental Sustainability

As engines for change, how can patients and caregivers help to build environmentally sustainable health systems?

This IHPME-hosted symposium provides an opportunity for the patient engagement and environmental sustainability communities to collaborate in laying the foundations for co-designed, environmentally sustainable health systems.

## Keynote Speakers

**Rachel Stancliffe** - Founder and Director of the Centre for Sustainable Health Care, UK

**Emily Nicholas Angl** - Independent Patient Advisor and Director of Health Engagement and Communication with Reframe Health Labs

## AGENDA

12:00pm: Registration and lunch

12:30pm: Environmentally sustainable healthcare

- Rachel Stancliffe, Founder & Director of the *Centre for Sustainable Health Care*

1:15pm: Patients as partners for health system reform

- Emily Nicholas Angl, Independent Patient Advisor and Director of Health Engagement and Communication with *Reframe Health Labs*

2:00pm: *Break*

2:15pm: Breakout Session to identify synergies between how patients can partner for change and the kinds of changes needed to make healthcare systems more environmentally sustainable – at all levels:

- Macro-level, for system design
- Meso-level, for service organization
- Micro-level, for self-care and shared care

3:45pm: *Reconvene and report back*

4:30pm: Closing address

5:00pm: Wine and Cheese

## TOPIC

Members of IHPME's Committee on the Environment, Climate Change, and Sustainability and IHPME's Patient Engagement Committee have come together to host a Joint Symposium to explore the untapped synergies between the power of patient engagement and the growing demand that health care systems be environmentally sustainable.

The Health Care Sustainability and Patient Engagement Symposium seeks to raise awareness of the negative environmental impacts of health care, and explore the potential for health systems to mitigate these harms and support communities to address the challenge of climate change. At the same time, the Symposium aims to highlight the power of patient engagement and partnership in redesigning and reforming health care systems, and the critical role of patients in addressing health care's environmental sustainability challenges.

By bringing together two communities – those concerned with the environmental impacts of health care, and those with the lived experience of impacting health system transformation – the Symposium will provide a groundbreaking learning and engagement opportunity to set the agenda for co-designed, environmentally sustainable health systems.

## GUIDING QUESTION

**How can we ensure that patients are involved in developing environmentally sustainable approaches to delivering health care that actually *improve* patient safety, care, and experience?**

## BACKGROUND

### What is environmental sustainability?

Meeting human needs while sustaining the ecosystems that support those needs. Regenerative sustainability aims at net positive outcomes, to improve both human and environmental wellbeing.

### What is patient engagement?

Opportunities for patient, caregiver and public participation across each domain of the health system to support patient empowerment, responsive and quality care, and equitable outcomes.

## Why work towards environmental sustainability in the health sector?

*"The health sector is a significant part of Canada's economy...the sector uses considerable energy; consumes large quantities of plastics, paper and other resources; and produces significant solid, liquid and gaseous waste...With the improvement of health care technologies and a growing awareness of environmentally responsible practices, there is an increased opportunity for reducing the health sector's environmental footprint." (CCGHC, 2009)*

*"The healthcare community is uniquely positioned to advocate for pollution mitigation policies and practices that will reduce the global burden of disease, thereby improving the health of current and future generations. No industry is better positioned to benefit from the synergies of health and environmental sustainability." (Eckelman et al, 2018)*

### What are the broad issue areas?

- Sustainable clinical care
- Sustainable travel
- Energy Management
- Environmentally preferred purchasing
- Healthy and sustainable foods
- Safer chemicals and toxics reduction
- Waste management and minimization
- Water conservation
- Climate change resiliency and adaptation

### How can we work towards environmental sustainability in the health sector?

Calls to action in the "Joint Position Statement: Toward an Environmentally Responsible Canadian Health Sector":

- We call on governments and policy-makers at all levels to understand and address links between health and the environment and to incorporate these links into policy decisions through legislative and budgetary actions.
- We call on all health care organizations to pledge to minimize the negative impact of their activity on the environment and to seek solutions to existing barriers.
- We call on individuals working in the health sector to both model and advocate for environmentally responsible approaches to delivering health care without compromising patient safety and care. (CCGHC, 2009)

## Why work towards patient engagement in the health sector?

*"Patients offer a unique perspective to decisions about their own health and treatment, to care design processes in their local health organization, or to the bigger policy decisions that shape the healthcare system. They are experts in their own care and are experienced health system users. Engaged patients better understand and know more about their care, leading to better health service and resource use. Partnering with patients in planning and designing healthcare services is an important way to improve care quality and accountability in the system." (Patient Engagement Action Team, 2017)*

*"Patient Engagement. It's no longer a buzzword...It's an expectation-and for good reason...when patients and families are involved from the outset to drive change in health care, patient experience and satisfaction rates go up and costs often go down." (The Change Foundation, 2016)*

### What are the broad issue areas?

- Safety
- Patient and family-centred care
- Coordination of care
- Equity
- Health outcomes
- Effectiveness and appropriateness
- Efficiency
- Democratic accountability

### How can we work towards patient engagement in the health sector?

- Engaging patients at the point of care (e.g. family presence, bedside shift reports, discharge planning, and care transitions)
- Engaging patients in governance and decision-making (e.g. patient partners on boards, steering committees, and quality and safety committees, patient and family advisory councils or patient groups)
- Engaging patients in co-designing formal processes to collect and include patient experience in decisions (e.g. reporting and learning structures that include patient feedback, compliments and complaints, and reported incidents)
- Preparing people when they are healthy to understand the important role they play in achieving safe care-outcomes by learning, asking questions, and advocating for self and other. (Patient Engagement Action Team, 2017)

## EXAMPLES: ENVIRONMENTAL SUSTAINABILITY AND IMPROVED PATIENT CARE/EXPERIENCE

- Hotel-style food delivery to patient rooms** – The replacement of traditional trayline food service delivery with a hotel-style room service model put the patient in control of what, how much, and when they ate while reducing food costs, plate wastage, and waste removal costs. (*Mater Hospital; Sydney, Australia*)
- Installation of an external waste system for automated peritoneal dialysis (APD) in patient homes** – A wall-mounted drain allowed patients to more easily drain their dialysis fluid. The system reduced the risk of injury as well as the amount of waste generated from manufacturing and operating dialysis therapy devices since the alternatives – drain lines and bags – are far more resource intensive. (*North Cumbria Acute Hospitals NHS Trust; UK*)
- Chemical-free hospital cleaning** – Replacing chemical cleaners with microfiber and steam cleaning improved cleaning quality and efficiency while reducing costs, water use, and the health and safety risks associated with exposure to chemicals, wet floors, and heavy cleaning equipment. (*Monash Health; Melbourne, Australia*)
- Simple changes to reduce energy use in hospitals** – Turning off equipment when not in use, switching off lights in unoccupied rooms, and closing doors decreased energy consumption and costs in hospitals. These changes also improved the patient experience by minimizing excessive heat, noise, and light disturbance, improving temperature regulation, and providing a sense of privacy and security. (*Barts Health NHS; UK*)
- Personalized care via app for lung fibrosis patients** – The development of an app allowing patients on drug treatment for idiopathic pulmonary fibrosis (IPF) to track and report their symptoms on a secure
  - hospital website reduced hospital visits, which lowered emissions associated with transportation and saved time for patients. (*University Hospital of North Midlands NHS Trust; UK*)
- Assistance for home care staff in accessing green travel options** – A 'Travel Bureau' was created to help staff book transit tickets and low emission carpool vehicles, as well as navigate new cycling and road routes; as a result, transportation costs were reduced, air quality improved, and staff were able to spend less time traveling and more time with patients. (*Sussex Community Trust; UK*)
- Installation of solar panels on hospital rooftops** – Solar panels funded through public investment were installed on hospital rooftops. These generated energy as well as a profit that was donated to a charity (Beat the Cold) to improve the welfare of local patients whose health conditions were exacerbated by living in cold, damp homes. (*University Hospitals of North Midlands, Southern Staffordshire Community Energy, Beat the Cold; UK*)
- Green hospital design** – Building a high-tech hospital with green materials and design techniques diverted construction and operating waste, decreased water use, and optimized energy performance and green space, maximizing air quality, privacy, comfort, and pedestrian mobility. (*Humber River Hospital; Toronto, Canada*)

## REFERENCES

- Canadian Coalition for Green Health Care (CCGHC). 2009. Joint Position Statement: Toward an Environmentally Responsible Canadian Health Sector. Available at: <http://www.greenhealthcare.ca/images/pdf/jps.pdf>
- The Change Foundation. 2016. Rules of Engagement: Lessons from Panorama. Available at: <https://www.changefoundation.ca/rules-of-engagement/>
- Patient Engagement Action Team. 2017. Engaging Patients in Patient Safety – a Canadian Guide. Canadian Patient Safety Institute. Available at: [www.patientsafetyinstitute.ca/engagingpatients](http://www.patientsafetyinstitute.ca/engagingpatients)
- Eckelman MJ, Sherman JD, MacNeill AJ. Life cycle environmental emissions and health damages from the Canadian healthcare system: An economic-environmental-epidemiological analysis. *PLoS medicine*. 2018 Jul 31;15(7):e1002623.