

Patient partnerships: From partners in patients' health to integration in health care service optimization teams and health care research teams

François Chiocchio [PhD • PMP • CHRL]



VOTRE LIEN AVEC CE QUI COMPTE — CONNECTS YOU TO WHAT MATTERS

**Professor of Organizational
Behaviour and Human Resource
Management**



Chaire de recherche
Montfort sur l'organisation
des services de santé

Montfort Research
Chair in Organization of
Health Services

**Montfort Research Chair in
Organization of Health Services**

April 30, 2018

**Assembling people to form a
team is not enough
to ensure the team will
achieve its objectives**



Definitions

Theory

Applications

Definitions

What is patient partnership?

①

IMPROVEMENT OF PERSONAL HEALTH

A patient and the need to improve health care and services he/she receives to improve his/her health

Dynamic process of interactions and learning through cooperation and collaboration where

a patient, his/her family and health and social service providers (clinicians, managers or others) engage

as equals

in patient self-determination, free and informed decision-making and achievement of optimal health outcomes.

What is patient partnership?

2

OPTIMIZATION OF HEALTH CARE SERVICES

A patient and the need to improve health care and health care services for the benefit of other patients and providers

Dynamic process of interactions and learning through cooperation and collaboration where

members of a team composed of patients, health care and service providers work

as equals

to improve the efficiency and effectiveness of health care and health care services.

What is patient partnership?

3

OPTIMIZATION OF RESEARCH ON HEALTH CARE SERVICES

A patient and the need to improve the effectiveness of research on health care and health care services

Dynamic process of interactions and learning through cooperation and collaboration where

members of a team composed of patients, researchers and research personnel work

as equals

to improve the efficiency and effectiveness of research on health care and health care services.

Theoretical footing

Framework

2

OPTIMIZATION OF HEALTH CARE SERVICES

A patient and the need to improve health care and health care services for the benefit of other patients and providers

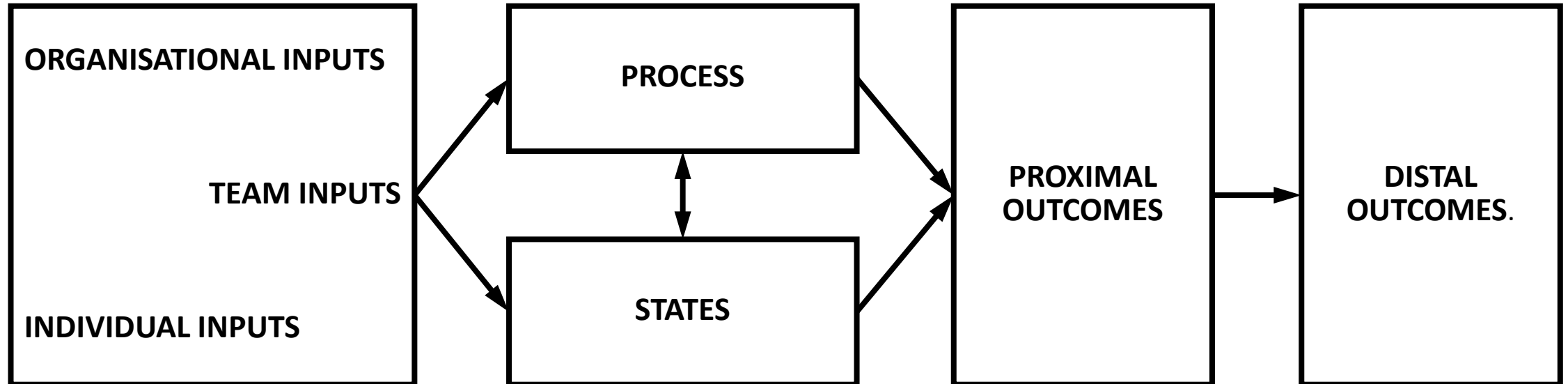
Research on teams and
teamwork

3

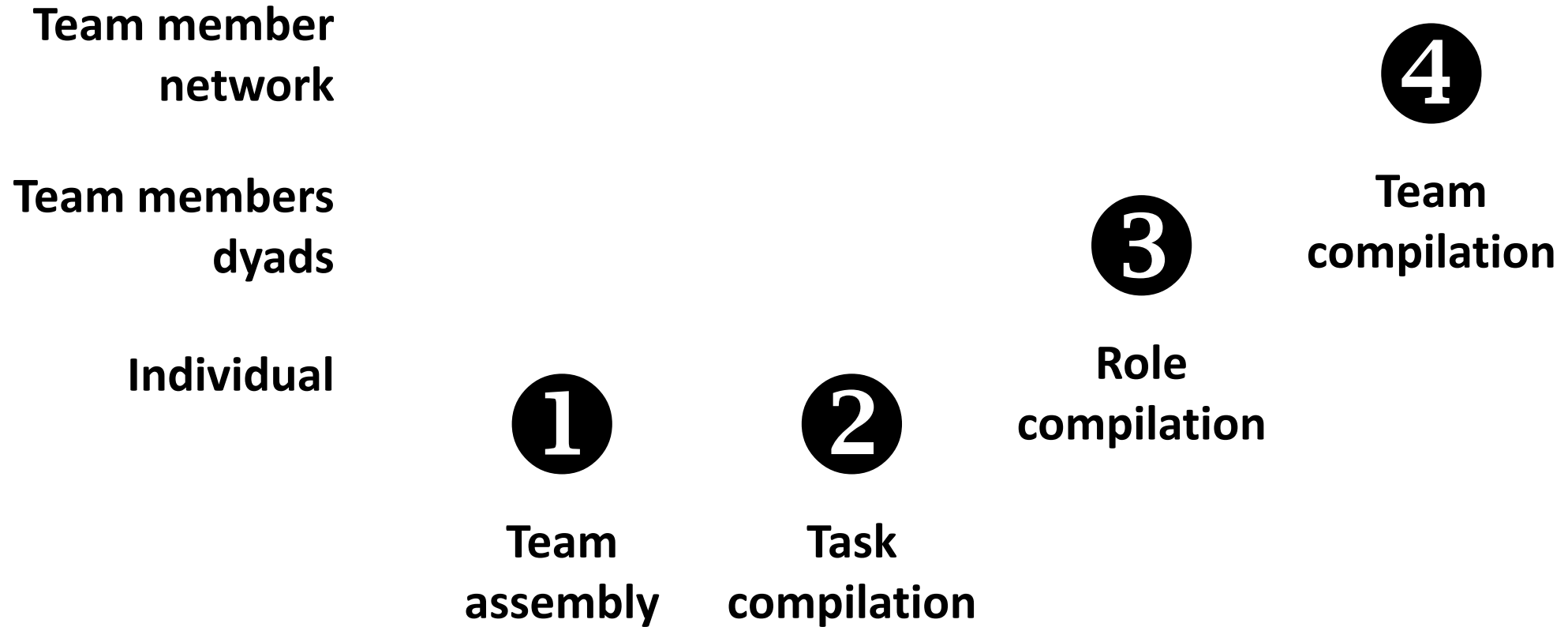
OPTIMIZATION OF RESEARCH ON HEALTH CARE SERVICES

A patient and the need to improve the effectiveness of research on health care and health care services

Team effectiveness

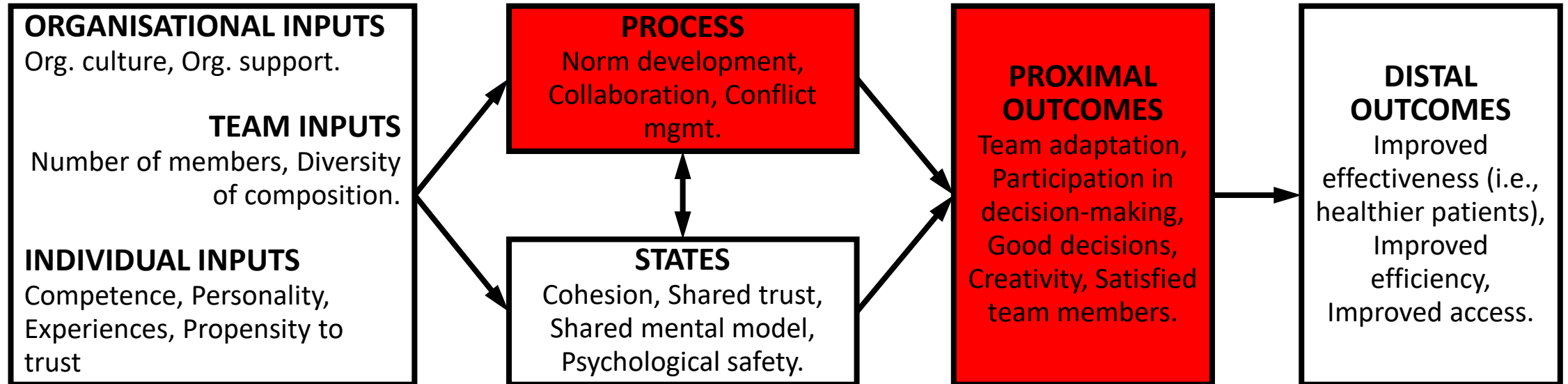


Team development

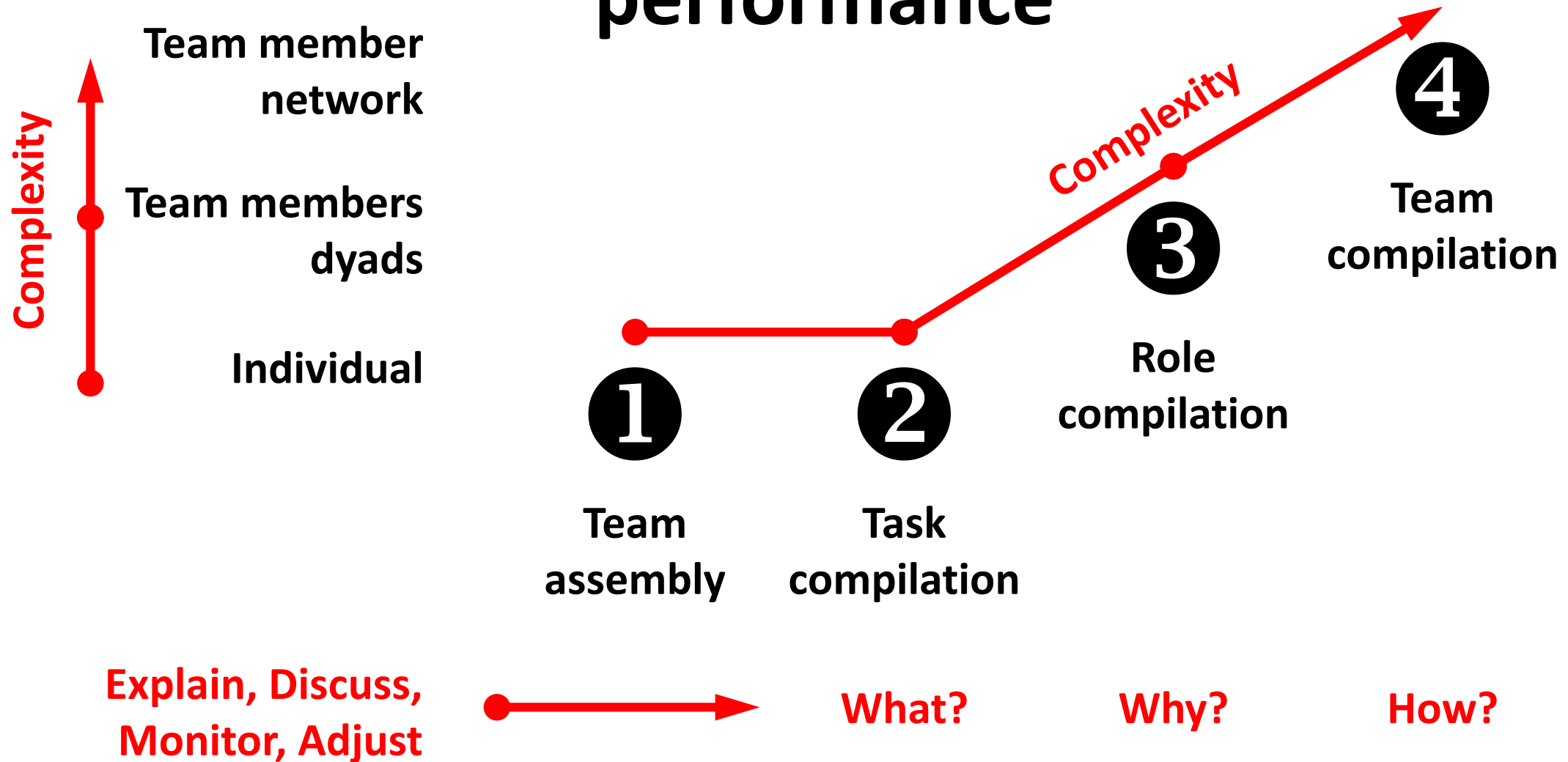


Applications

Examples of team effectiveness elements predictive of team performance



Team development is predictive of team performance



Norms are predictive of team performance

I will...


Clear rules for individual behavior leading to high team performance

We will...

Clear and shared rules for team behavior leading to high team performance

Psychological safety is predictive of team performance

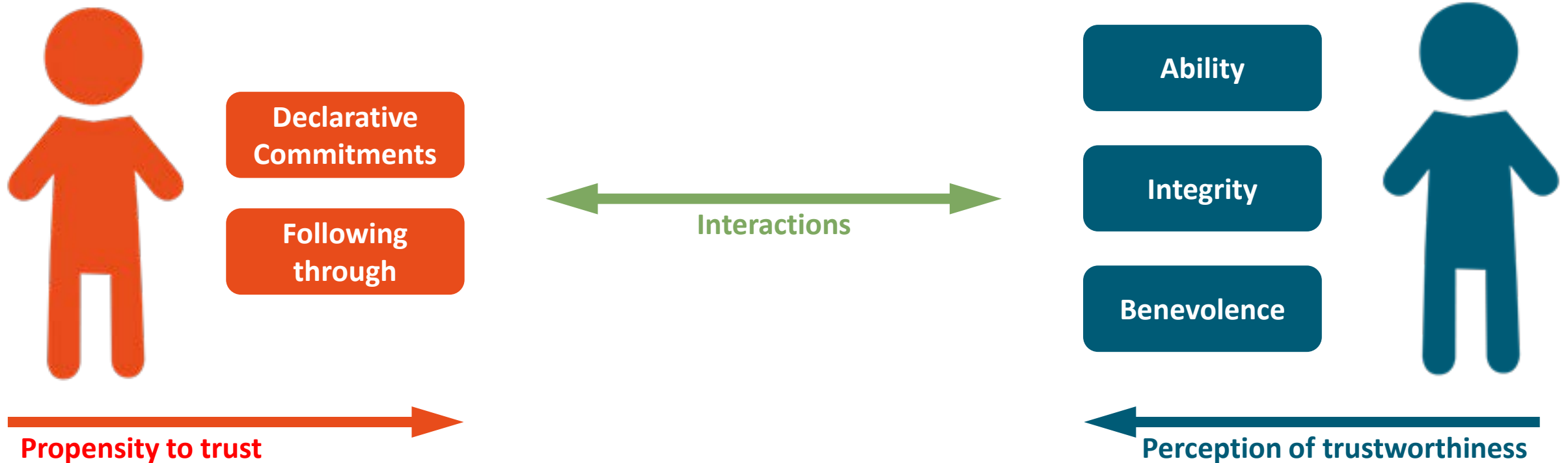
The degree to which team members view the team as a conducive environment to interpersonally risky behaviors such as speaking up, asking for help, sharing different views, etc.



Norms, role modeling, careful behaviours during interactions, positive reinforcement

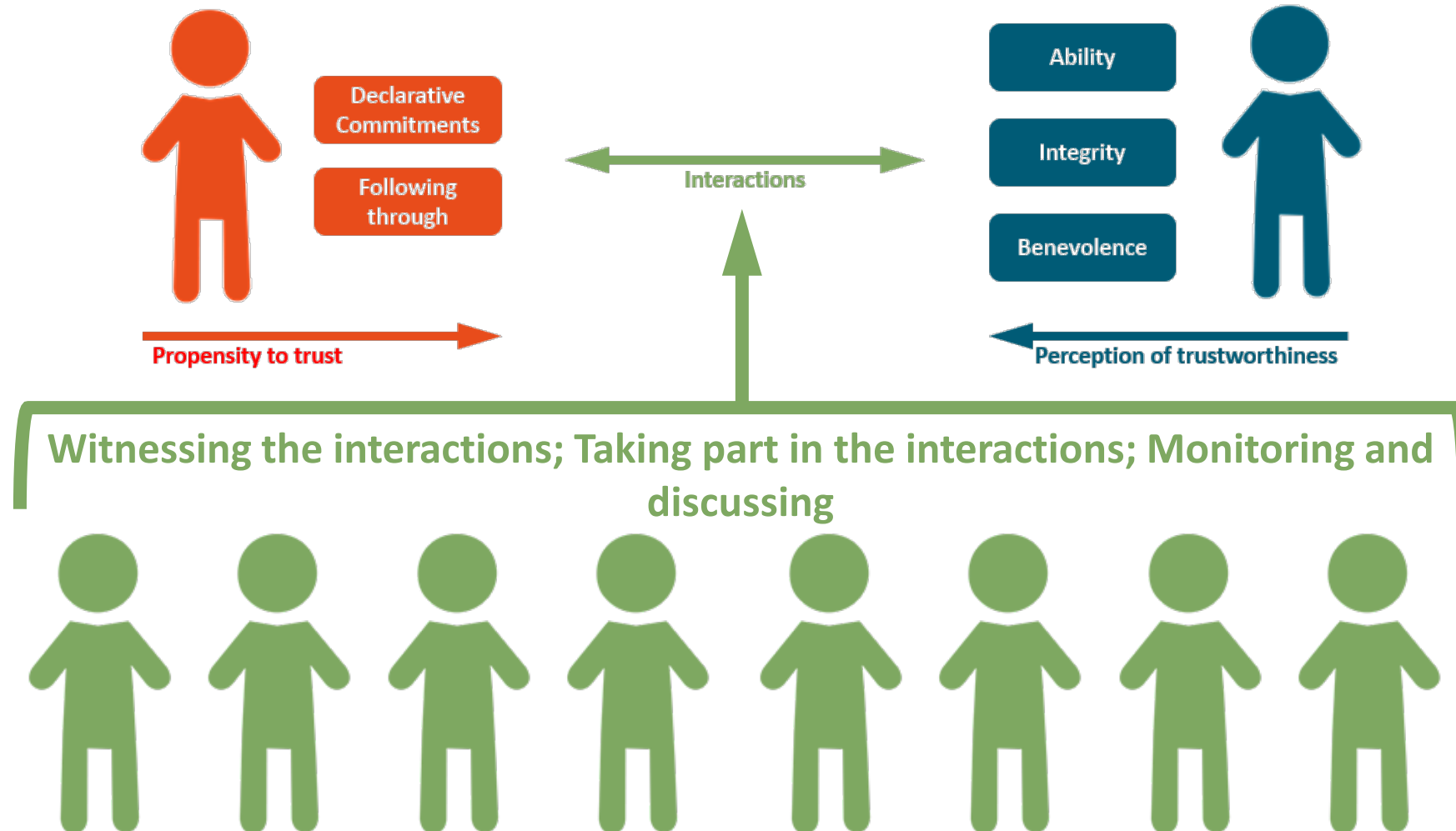
Trust is predictive of team performance (1)

Individual-level process



Trust is predictive of team performance (2)

Team-level: Shared perception of trust



Adapted from Mayar et al. (1999). [The effect of the performance appraisal system on trust for management: A field quasi-experiment.](#)

Cohesion is predictive of team performance

The glue that builds the sense of togetherness in a team


**Social
cohesion**


**Non work
activities**


**Task and
goal
cohesion**


**Clarify
constantly**


**Group
pride**


**Build
identity**

Research program

A partial view of my research program

Some current studies

Navigators

*Research teams' collaboration and success

Upcoming studies (one example)

Patient integration in service optimization and research optimization



Chaire de recherche
Montfort sur l'organisation
des services de santé

Montfort Research
Chair in Organization of
Health Services