

PaCER Program

COMET Conference

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University of Calgary

www.pacerinnovates.ca

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PaCER Definition

Patient & Community Engagement Researchers

- people with various health conditions
- trained to design & conduct health research
- use adapted methods of qualitative inquiry
- peer-to-peer research



PaCER Training

- ✓ One-year
- ✓ Classroom = 120 hours – *theory and method*
- ✓ Internship = 120 hours *conducting research*
- ✓ Skills: *focus groups, structured interviews & questionnaires, narrative interview, participant observation, data analysis*





PACER class 2013

PACER graduate in
Ottawa, 2014



PaCER Methodology



Sample PaCER Project

1. Safe Surgery Checklist

2. ICU Study



Safe Surgery Checklist

- Clinicians noticed that Patients were made nervous by the checklist
- Here is the checklist does it make you nervous?



AHS Safe Surgery Checklist - SSC

Before Induction of Anesthesia	Before Patient Leaves Operating Room
Briefing	Debriefing
<p>Patient (family member) and surgical team members have verbally confirmed:</p> <ul style="list-style-type: none"> • Patient identity • Procedure • Site, side or level • Consent(s) • Known allergies and reactions • NPO status 	<p>All team members have verbally confirmed:</p> <ul style="list-style-type: none"> • Patient identity • Procedure • Site, side or level • Consent(s) • Known allergies and reactions • NPO status
<p>Special precautions</p> <ul style="list-style-type: none"> • Malignant hyperthermia • Latex • Isolation • Other 	<p>Medical team have verbally confirmed:</p> <ul style="list-style-type: none"> • Time of procedure • Time sponge, needle and instrument counts • Labeling and handling of specimens • Any problems addressed • Team have reviewed recovery plan: • Position • Transfer • Plans
<p>Weight (Kg) recorded</p>	<p>• All team members have signed</p>
<p>Anesthesia safety and equipment check completed</p>	<p>• Anesthetic</p> <p>• Patient</p> <p>• Airway</p> <p>• Nursing</p> <p>• Site</p> <p>• Other</p>
<p>Difficult airway/aspiration risk</p> <ul style="list-style-type: none"> • Applicable equipment / assistance available 	<p>Applicable to patient:</p> <ul style="list-style-type: none"> • Antibiotic, minutes • Thromboprophylaxis • Anticoagulant • Mechanical • Other specific needs
<p>Patient positioning and support confirmed</p>	<p>Essential imaging</p>
<p>Relevant and special equipment confirmed and in room:</p> <ul style="list-style-type: none"> • Prosthesis • Warming devices • Loaner instrument 	<p>Any other questions before proceeding?</p>
<p>Relevant tests completed and checked:</p> <ul style="list-style-type: none"> • Laboratory <ul style="list-style-type: none"> - Pregnancy - Crossmatch (Type and Screen) • Radiology 	

SENSE OF DREAD

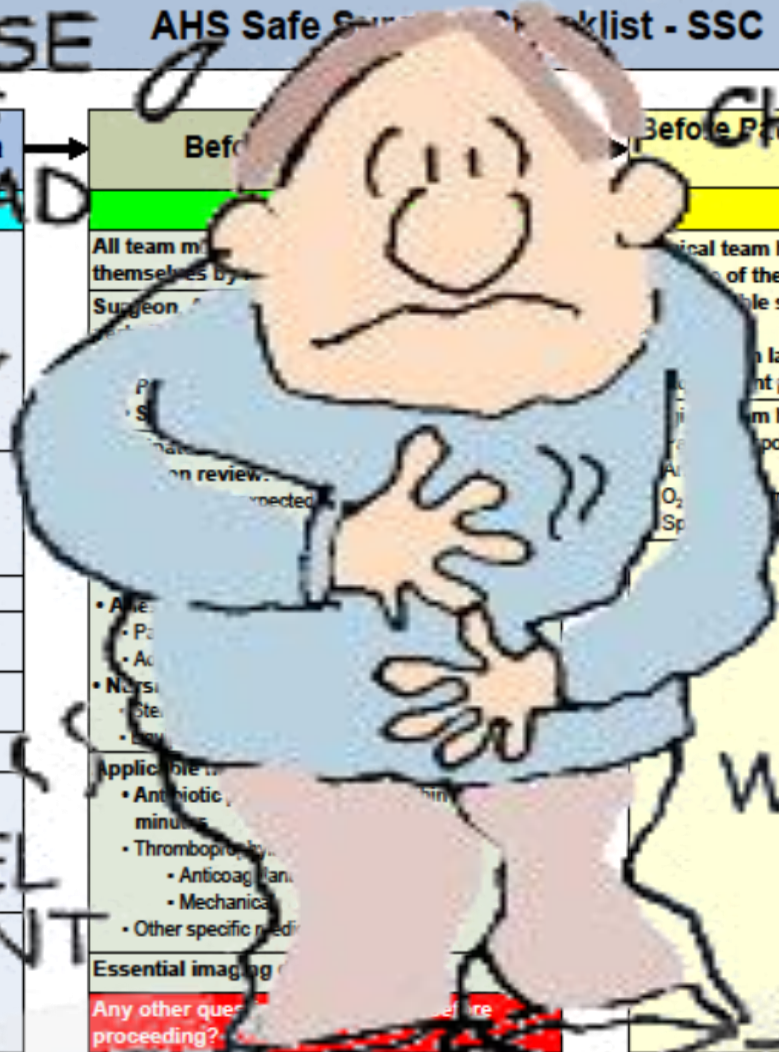
CHOKING

RAPID HEART BEAT

SHAKY

FEEL FAINT

WOBBLY LEGS



<http://www.anxiety-symptomsdr.com/physical-symptoms-of-anxiety/>

This checklist was adapted from the World Health Organization (WHO) Surgical Safety Checklist (URL: <http://www.who.int/patientsafety/surgery/en>), © World Health Organization 2008, All Rights Reserved. Version 9 (February 27, 2012)

Checklist Study

Surgeons did their own Study to confirm anxiety

- Did not know what to do next
- PaCER to the rescue



Sample PaCER Methodology

Looked at 34 surgeries

32 patients interviewed by four patient
interviewers

Obtained 1272 data bites



Audience Participation

- What do you think the patient researchers discovered?
- Free mentoring in PaCER to the winner!
- Did we mention that you will be published in the BMJ as well!



Outcomes

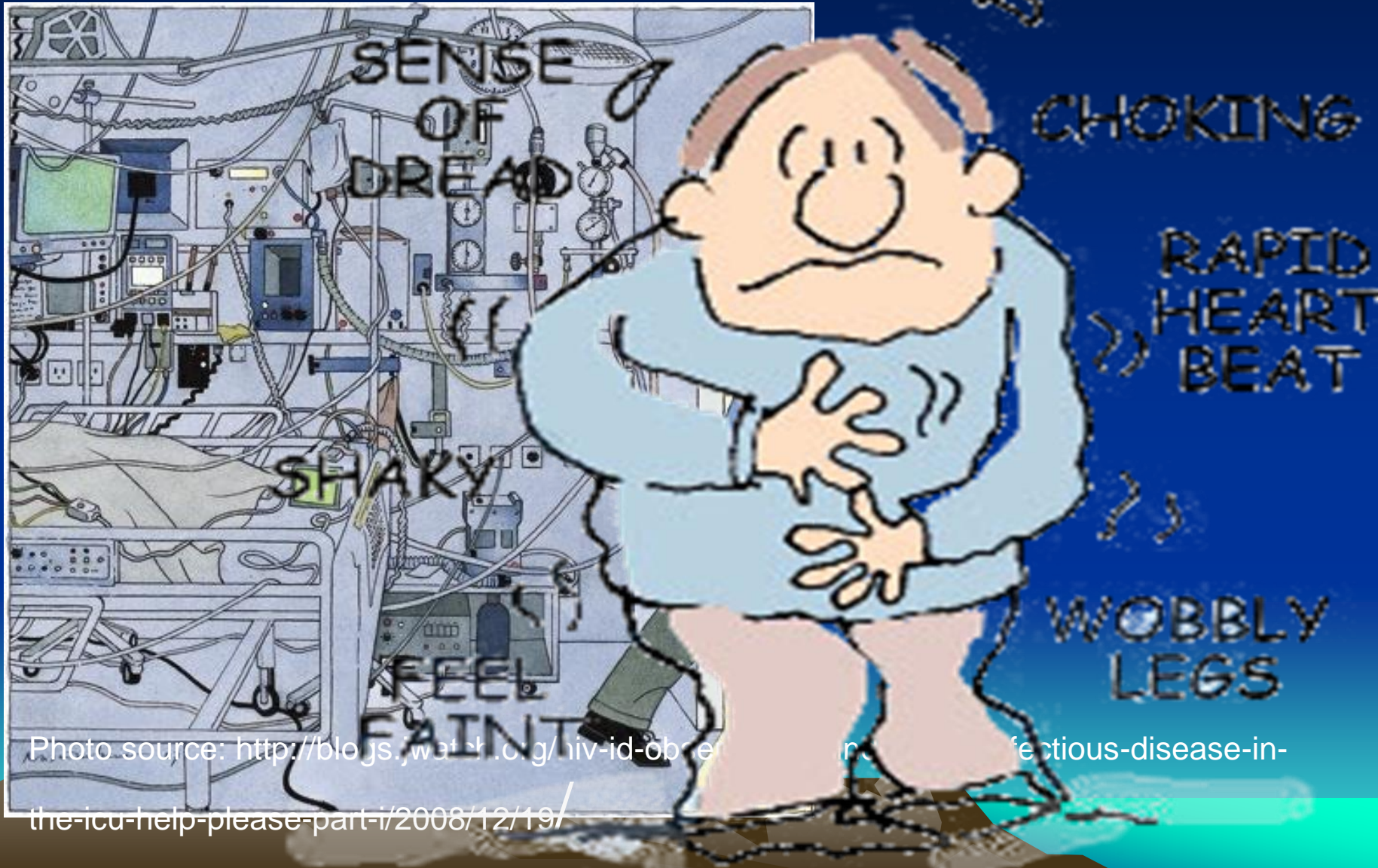
When asked, patients would prefer to know that the SSC is being used.

Patients valued the SSC.

Patients need to understand the content of the SSC in plain language.

Patients are knowing human beings not passive subjects.

ICU Study



- Photo source: <http://blogs.wat.ch.org/hiv-id-obse...infectious-disease-in-the-icu-help-please-part-i/2008/12/19/>

Reasons for ICU Study

- Gain patient & family perspective on ICU experience
- Done in parallel with care provider study around what could improve medical care, routine ICU practices, service, and the overall patient and family experience



ICU Study “Evidence Care Gaps”

- qualitative study with 32 patients and family members with ICU experience
- identified 18 measurable goals for change in all 14 ICUs across Alberta
- all were produced from themed data gained from patients and family
- no intervening professional perspective
- all are being considered for further study.



ICU Study “Evidence Care Gaps”

- Improve transition from ICU to a ward
- Improve timing, place and manner of prognoses discussions with families
- Improve recognition that family is the patient’s voice
- Improve integration of family as part of the care team
- Decrease rotation of staff through ICU



Conclusion

- PaCER approach improves the results of patient experiences and outcome analysis
- Adds active peer to peer voice
- Enriches traditional research models in surprising ways
- May be applied to any research area
- We welcome collaboration opportunities!



Thank you!

- [We welcome collaboration opportunities,
please give us a call](#)
- chris@hylton.ca

