

# **OA Patients' Experiences with the Health System and Their Needs**

A Personal and Collective Perspective

Jean Miller, OA Patient and Patient Engagement  
Researcher, PaCER Program, U of C

# Patients Matter: Engaging Patients as Collaborators to Improve OA Care in Alberta

- An innovative Alberta research project funded by Canadian Foundation for Healthcare Improvement
- Advisors & Co-sponsors: Alberta Health Services; Bone & Joint Strategic Clinical Network; AHS Patient Experience Department; Arthritis Society; & Institute for Public Health at University of Calgary
- Project Team: Tracy Wasylak, AHS, Deborah Marshall, Nancy Marlett, & Tom Noseworthy, U of C
- **Purpose: To test an innovative training approach to increase the engagement of patients so that future OA care in Alberta includes the patient voice.**
- Method: Patients with OA trained as **Patient Engagement Researchers (PERS)** that carry out research with other OA patients

# **A collective Experience of OA Care**

Student Internship Study:

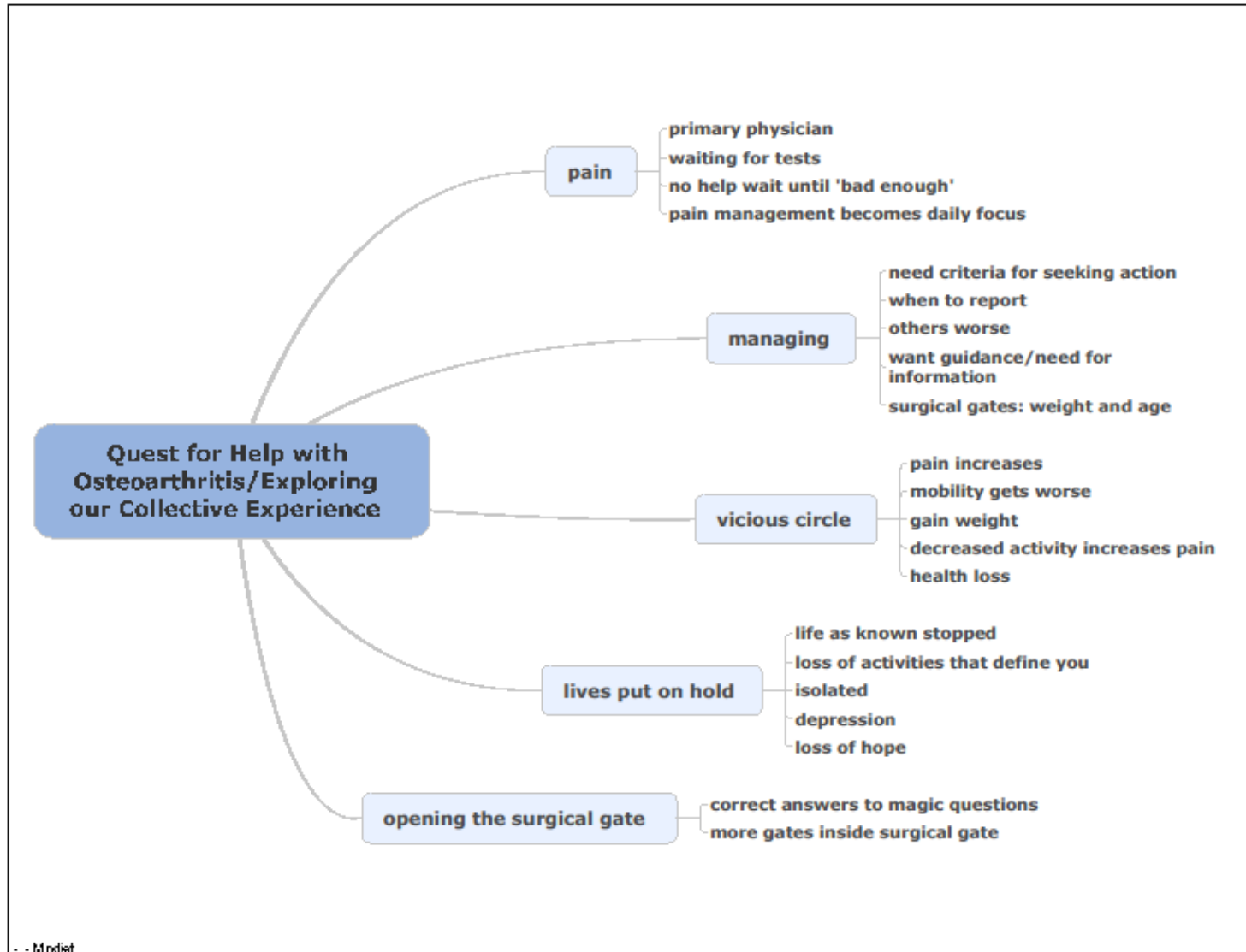
***The Experience of Waiting for Help with OA***

Arthritis Society Model of Care Catalyst Grant

(PI: Dr Deborah Marshall):

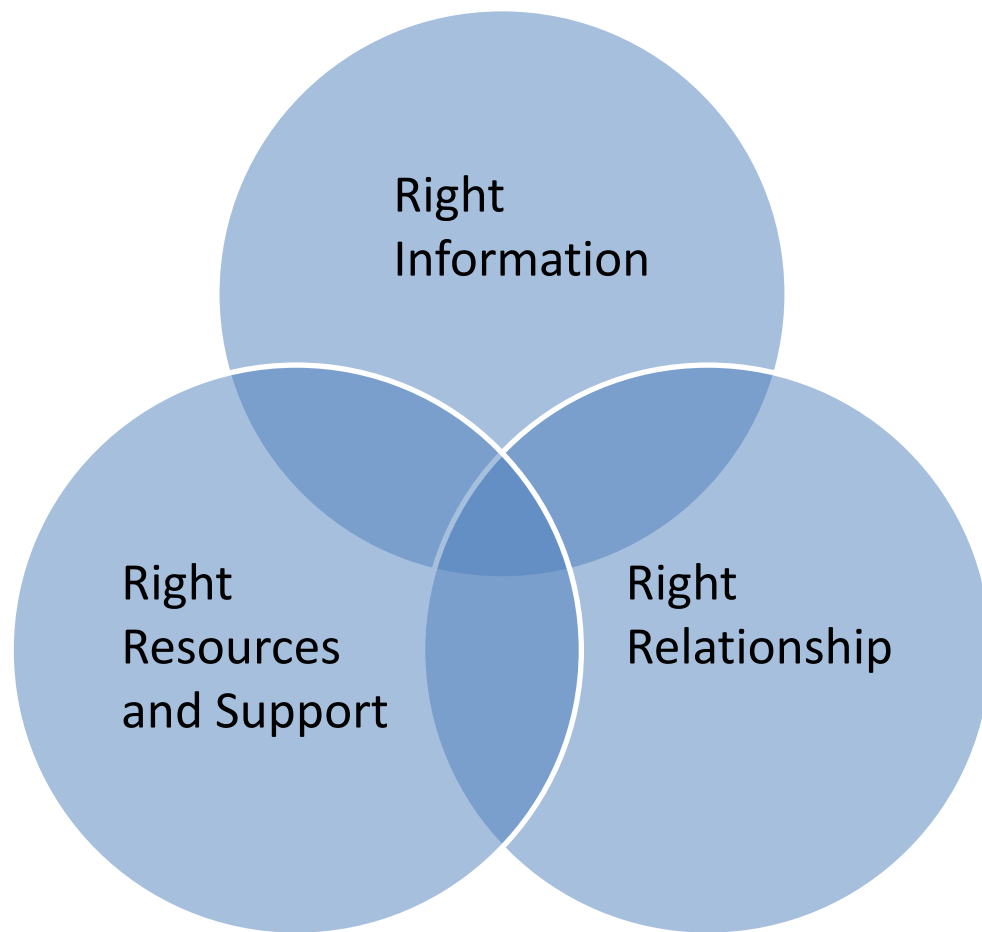
***What Quality of Care Means to People with OA***

# The Experience of Waiting for Help with OA

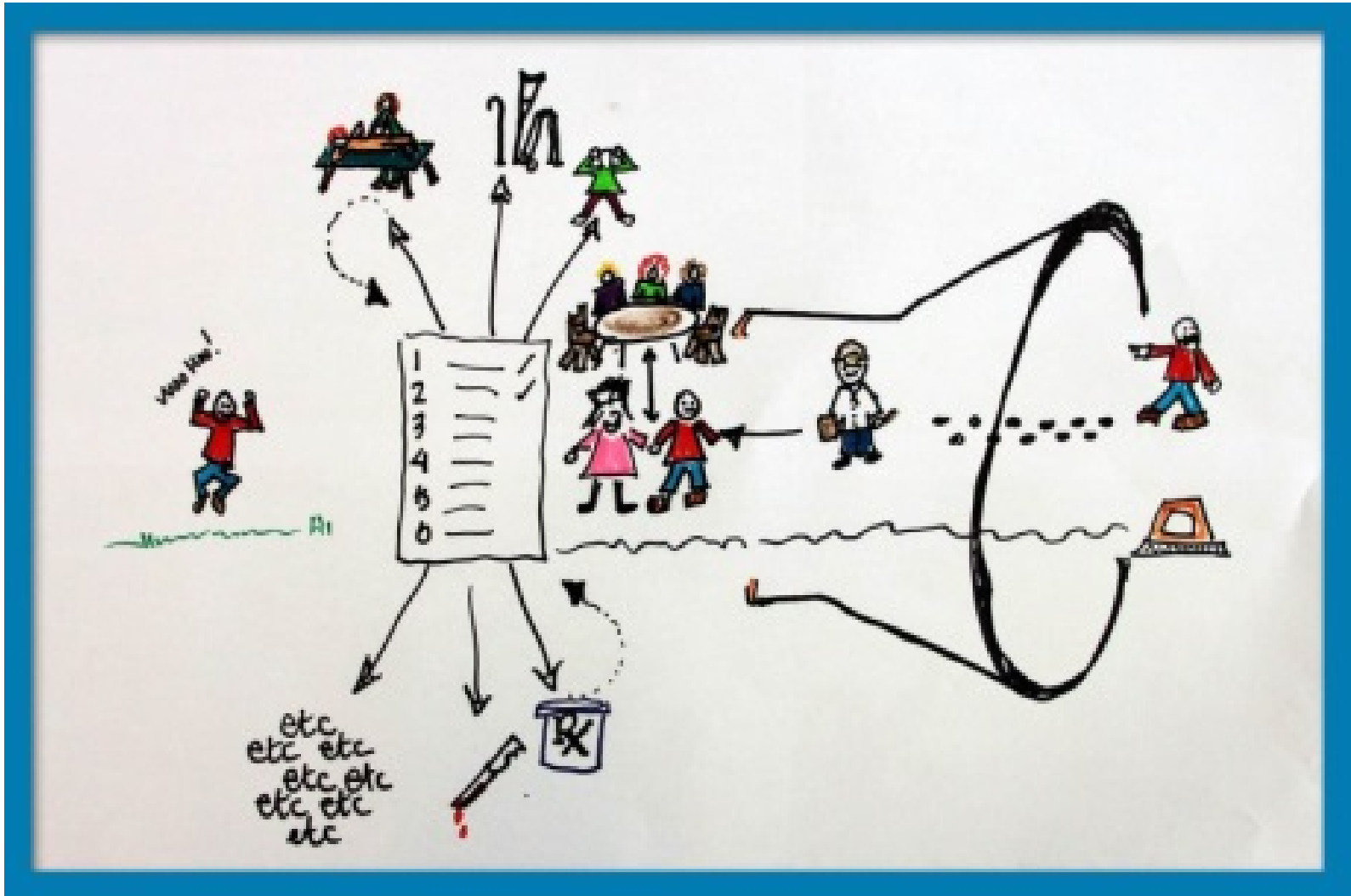


# ***What Quality of Care Means to People with OA***

The three components of quality care for people with Osteoarthritis



# A Picture is Worth a Thousand Words



# An effective model of care for OA patients:

- Decreases the gates and gatekeepers that prevent us from accessing help
- Focuses on helping us manage our OA over time
- Includes patient identified key performance indicators
- Includes co-created self-management plans
- Creates a guide for patients & professionals on the stages of OA & accompanying evidence informed management strategies
- Ensures the multidisciplinary central intake team has conservative management OA expertise.
- Carries out research that addresses support for patients in the early stages of OA.