OA Patients’ Experiences with the Health System and Their Needs

A Personal and Collective Perspective

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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

Quest for Help with Osteoarthritis/Exploring our Collective Experience

- pain
  - primary physician
  - waiting for tests
  - no help wait until 'bad enough'
  - pain management becomes daily focus

- managing
  - need criteria for seeking action
  - when to report
  - others worse
  - want guidance/need for information
  - surgical gates: weight and age

- vicious circle
  - pain increases
  - mobility gets worse
  - gain weight
  - decreased activity increases pain
  - health loss

- lives put on hold
  - life as known stopped
  - loss of activities that define you
  - isolated
  - depression
  - loss of hope

- opening the surgical gate
  - correct answers to magic questions
  - more gates inside surgical gate
What Quality of Care Means to People with OA
The three components of quality care for people with Osteoarthritis

Right Information

Right Resources and Support

Right Relationship
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.