

ASK, LISTEN, DO



WHAT MATTERS TO YOU

Quick Tips for 1-Time Engagement Opportunities at Meetings



With acknowledgement to:
the Patient Experience Local
Health Involvement Group

Benefits

Research is telling us more and more about the benefits of engagement in healthcare:

- improves quality and safety
- enriches the patient experience
- increases satisfaction among patients, families and staff
- improves health outcomes



*Storytelling is the essential human activity.
The harder the situation, the more essential it is.*

Tim O'Brien

How do you find people to participate?

Everyone has experiences to share. Deep learning can take place from both positive and/or negative experiences. Don't worry about it being the "perfect" story to match your meeting. Most people are willing to share their story when asked directly. Recruit participants through your colleagues and team members who work directly with patients and community members.

In-person opportunities are considered the most valuable but when the time or interest level of the patient doesn't allow for in-person presentations, consider asking them to write out their stories, recommendations, ideas or even send you a video to share with your team.

Always consider how integrating stories into your meetings will benefit both the storyteller and the audience. Difficult experiences are hard to listen to but they are even harder to share. Create a safe space for learning by being prepared.

See Pre-invitation Worksheet on p. 4



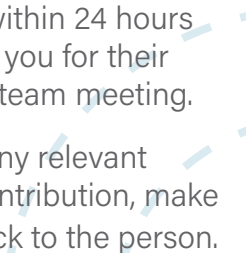
Tips for preparing the audience

If having a patient or community member at your team table is new, here are a few things to help your team prepare:

- Sharing personal health experiences makes the speaker and the audience very vulnerable. Encourage your team to be supportive of the storyteller and one another.
- Ask team members to shut off all devices (close computers and put phones away) while the storyteller is present and to focus on the learning that can take place.
- If people have to leave during part of the agenda due to other appointments or meetings, please let the organizer know ahead of time.
- Let your team know that emotions are perfectly acceptable and expected during stories. If it becomes too difficult, they can always excuse themselves from the room.
- If there is time for questions, make sure the questions focus on some of the learning that can take place from the story. Commentary about details or personal anecdotes can take place later during the team debrief.

Considerations for Meeting Day



- Have a designated person available to meet the storyteller upon arrival and to walk them out. Debrief if necessary.
 - Make sure a support person or someone the storyteller trusts is seated nearby if requested.
 - Let the storyteller know if someone has to leave during their talk.
 - If any questions came up during the story, make sure to follow-up and respond in a timely manner.
 - A team debrief after a story is incredibly valuable. Make sure to schedule time immediately following whenever possible.
 - Focus the discussion on what your team can learn from the story. Avoid getting caught up in the details or allowing people to justify certain actions that were taken. This becomes unproductive. If actions need to be taken, create a quick action plan with follow-up at future meetings.
 - Contact storyteller within 24 hours with a sincere thank you for their contribution to your team meeting.
 - If you are aware of any relevant impact from their contribution, make sure to relay that back to the person.
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Pre-invitation Worksheet

Thinking through and planning for the items below will contribute to a positive experience for your team and for the patient or community member.

Audience

- Who is the intended audience?
- How many people will be there?
- What are their roles in the organization?
- Will anyone linked to the story be in the room? (if yes, inform storyteller ahead of time)

Logistics

- Date/time options
- Where/who should the speaker be meeting upon arrival
- Suggested length of time/ placement on agenda
- Will anyone from the media be in attendance? (if yes, inform storyteller ahead of time)
- What will the physical layout of the room be like?
- Will the storyteller be expected to stand/sit when speaking?
- Will there be a podium or a table?
- Who will walk out/debrief with the storyteller afterwards?

Considerations

- Is there a theme or angle of their experience you'd like the storyteller to focus on?
- Do you want time for audience questions? (if yes, ask the storyteller if there are any off-limit topics/questions)
- Is it okay if the storyteller brings personal items?
- Is it okay if the storyteller brings a support person? Any limitations on who it could/could not be?
- Have you personally heard this story? (if not, you might want to consider asking to hear it ahead of time to avoid any surprises)

