

## **Engagement des clientèles : patient-partenaire**

**Suggestions de lecture des professionnels de l'information du CIUSSS Centre-Sud-de-l'Île-de-Montréal**



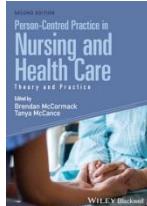
Dunne, T., Bishop, L., Avery, S., & Darcy, S. (2017). **A Review of Effective Youth Engagement Strategies for Mental Health and Substance Use Interventions.** *J Adolesc Health.* doi: 10.1016/j.jadohealth.2016.11.019

Youth are reluctant to seek treatment and have high rates of dropout from interventions. An emphasis on youth engagement in prevention and treatment interventions for MH&SU results in better health outcomes for those youth. This literature review was undertaken to evaluate opportunities to improve youth engagement in MH&SU programs. ([Suite](#))



Maltais, C., Parent, G., Cyr, C. (2017). **Les interventions destinées à la mobilisation des parents d'enfants recevant des services de réadaptation avec hébergement en Centre jeunesse : Rapport ETMISS.** Montréal, Québec : Unité d'évaluation des technologies et des modes d'intervention en Services Sociaux. Centre intégré universitaire de Santé et Services Sociaux du Centre-Sud-de-l'Île-de-Montréal.

La question décisionnelle de cette ETMISS est : Quelles sont les interventions parentales les plus efficaces, tel que démontré scientifiquement, pour mobiliser les parents d'enfants hébergés en réadaptation et qui ont également un impact positif pour l'enfant?



McCormack, B., McCance, T. et McCormack, B. (2017). **Person-centred practice in nursing and health care: theory and practice.** John Wiley and Sons.

This book looks at the importance of person-centred practice (PCP) from a variety of practice, strategic, and policy angles, exploring how the principles of PCP underpin a variety of perspectives, including within leadership and in the curriculum. The book explores not only a range of methodologies, but also covers a variety of different healthcare settings and contexts, including working within mental health services, acute care, nursing homes, the community, and working with children and people with disabilities.



Pomey, M.-P., Morin, É., Neault, C., Clavel, N., Beaumont, M., D'Amour, M. (2017). **Engager les patients à tous les niveaux de gouvernance : l'exemple du CIUSSS de la Mauricie-et-du-Centre-du-Québec.** *Le Point en santé et services sociaux*, 12(4), 12-15

Dans le cadre de sa planification stratégique 2012-2015, Le CSSSÉ a décidé de mettre en œuvre une approche de partenariat de soins et de services avec les patients. La direction de l'enseignement, de la recherche et des pratiques professionnelles s'est alors vu confier le mandat de développer une démarche structurée pour recruter des patients pour participer à des groupes de travail au niveau clinique, tactique et stratégique afin d'améliorer la qualité des soins et des services de l'établissement.



Anderson, B., & Hansson, W. K. (2016). **Engagement in system redesign: A wellness example to enable a cultural transformation.** *Healthc Manage Forum*, 29(5), 205-210. doi: 10.1177/0840470416649732

The development of the IH Aboriginal Health and Wellness Strategy is an example of meaningful engagement with First Nations communities in the IH region at the system level. The strategy was built by IH, led by First Nations, and developed in collaboration with First Nations, Urban, and Métis partners. ([Suite](#))



Baker, G. R., Fancott, C., Judd, M., & O'Connor, P. (2016). **Expanding patient engagement in quality improvement and health system redesign: Three Canadian case studies.** *Healthc Manage Forum*, 29(5), 176-182. doi: 10.1177/0840470416645601

Healthcare organizations face growing pressures to increase patient-centred care and to involve patients more in organizational decisions. Yet many providers worry that such involvement requires additional time and resources and do not see patients as capable of contributing meaningfully to decisions. This article discusses three efforts in four organizations to engage patients in quality improvement efforts. ([Suite](#))



Desrosiers, L., Saint-Jean, M., & Laporte, L. (2016). **Modèle de l'engagement et de l'abandon de traitement de l'adolescent avec trouble de personnalité limite.** *Santé mentale au Québec*, 41(1), 267-290.

Les résultats de cette étude mettent en évidence l'importance des réponses du dispositif de soins et suggèrent que l'engagement des adolescents avec TPL devrait constituer un objectif thérapeutique au même titre que la réduction de la symptomatologie et des problèmes de vie. ([Suite](#))



Elwyn, G., Edwards, A. et Thompson, R. (2016). **Shared decision making in health care: achieving evidence-based patient choice.** Oxford University Press.

This new edition explores shared decision making by examining, from practical and theoretical perspectives, what should comprise an effective decision-making process. It also looks at the benefits and potential difficulties that arise when patients and clinicians share health care decisions. ([Suite](#))



Fletcher, S., & Mullett, J. (2016). **Digital stories as a tool for health promotion and youth engagement.** *Can J Public Health*, 107(2), e183-187. doi: 10.17269/cjph.107.5266

Youth and Elders were invited to a 3-day digital story workshop consisting of knowledge-sharing sessions by Elders and digital story training by the youth research team. Workshop attendees returned to their communities to develop stories. The group re-convened at the university to create digital stories focused on community connections, family histories and healthy lifestyles. During the following year the research team delivered instructional sessions in communities on the digital story process. ([Texte intégral](#))



Kirst, M., Elmi, A., Ray-Daniels, M., & Foster, J. (2016). **Client engagement in home and community care services: The client and care coordinator perspective.** *Healthc Manage Forum*, 29(4), 146-148. doi: 10.1177/0840470416644452

A recent study of two Community Care Access Centres in Ontario was conducted to look at how clients can be involved in their own care while, at the same time, enhance their experience overall. This article describes that study and looks at ways of developing a new client engagement strategy moving forward



Lakhani, A., McDonald, D., & Zeeman, H. (2016). **Perspectives of self-direction: a systematic review of key areas contributing to service users' engagement and choice-making in self-directed disability services and supports.** *Health Soc Care Community*. doi: 10.1111/hsc.12386

Our understanding of the issues faced by people with disabilities, particularly how they make health and social care decisions and the key areas that determine their engagement with service providers within a self-directed environment is limited. A synthesis of research is timely and can provide knowledge for service users and health and social care support providers to ensure their successful participation. ([Suite](#))



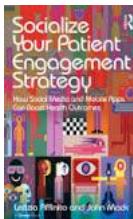
Phaneuf, M. (2016). **La relation soignant-soigné : l'accompagnement thérapeutique.** Montréal, Québec : Chenelière-éducation.

Les bases théoriques de la communication vous sont expliquées, ainsi que les méthodes d'écoute, d'observation et de communication. Vous vous approprierez les outils pour comprendre le client, l'aider, le soutenir et pour améliorer vos interventions. Vous pourrez ainsi bâtir avec le client une alliance thérapeutique chaleureuse et empathique. ([Suite](#))



Tulu, B., Trudel, J., Strong, D. M., Johnson, S. A., Sundaresan, D., & Garber, L. (2016). **Patient Portals: An Underused Resource for Improving Patient Engagement.** *Chest*, 149(1), 272-277. doi: 10.1378/chest.14-2559

The potential of patient portals to improve patient engagement and health outcomes has been discussed for more than a decade. The slow growth in patient portal adoption rates among patients and providers in the United States, despite external incentives, indicates that this is a complex issue. ([Suite](#))



Affinito, L. (2015). **Socialize your patient engagement strategy : how social media and mobile apps can boost health outcomes.** Surrey, UK ; Burlington, VT : Gower

Socialize Your Patient Engagement Strategy makes the case for a fundamentally new approach to healthcare communication; one that mobilizes patients, healthcare professionals and uses new media to enable gathering, sharing and communication of information to achieve patient-centricity and provide better value for both organizations (in terms of profit) and patients (in terms of better service and improved health). ([Suite](#))



Bright, F.A., Kayes, N.M., Worrall, L., McPherson, K.M. (2015). **A conceptual review of engagement in healthcare and rehabilitation.** *Disability & Rehabilitation*, 37(8): 643-654.

This review sought to develop an understanding of how engagement in healthcare has been conceptualized in the literature in order to inform future clinical practice and research in rehabilitation. A secondary purpose was to propose a working definition of engagement. ([Suite](#))



Goulet, M.-H., Larue, C., Chouinard, C. (2015). **Partage du savoir expérientiel : regard sur la contribution des patients partenaires d'enseignement en sciences infirmières.** *Santé Mentale au Québec*; 40(1): 53-66.

L'article vise à répertorier les principaux écrits scientifiques portant sur la contribution du patient partenaire d'enseignement dans les cours de professionnels de la santé. Cette recension des écrits ciblant 26 articles permet d'identifier les différents rôles du patient partenaire, ainsi que les retombées et les défis de son introduction dans le continuum de formation. ([Texte intégral](#))



Kuosa, K., Elstad, I., & Normann, H. K. (2015). **Continuity and Change in Life Engagement Among People With Dementia.** *J Holist Nurs*, 33(3), 205-227. doi: 10.1177/0898010114564684

The purpose of this study was to explore the change and continuity in the engagement in life of people with advanced dementia. The idea of meaningful activities is commonly used in nursing research, but few studies have been performed on what makes activities meaningful. This study aims to shed light on the meaning of activities in a life course context, changes in activity patterns due to dementia disease, and the significance of narratives told by close relatives. ([Suite](#))



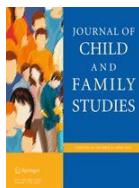
Lacharité, C. (2015). **Participation des parents et services de protection de l'enfance.** *Les Cahiers du CEIDEF* (1). Trois-Rivières, Québec : CEIDEF/UQTR.

Ce texte s'attarde à répondre à deux questions : Comment concilier le mandat social de protection des enfants et l'impératif de faire participer les parents aux décisions institutionnelles découlant de ce mandat ? Quelles conditions institutionnelles et pratiques professionnelles permettent de prendre en compte les besoins des enfants tout en favorisant la participation active des parents ? ([Texte intégral](#))



Lacroix, I., Oui, A. et Séraphin, G. (2015). **La participation des parents en protection de l'enfance : une injonction paradoxale.** Dans C. Lacharité, C. Sellenet et C. Chamberland, *La protection de l'enfance : la parole des enfants et des parents* (p. 173-186). Québec : Presses de l'Université du Québec. [Voir aussi autres chapitres dans Partie 3 : La parole des parents]

Dans le contexte de la protection de l'enfance, la parole des enfants et des parents est rarement entendue, et les marges d'action qui en découlent sont souvent réduites. Rendre audibles ces voix oubliées, tel est l'objectif central de cet ouvrage.



McWey, L.M., Holtrop, K., Wojciak, A., et Claridge, A.M. (2015). **Retention in a parenting intervention among parents involved with the child welfare system.** *Journal of Child and Family Studies* 24(4) : 1073-1087.

Although parenting interventions are among the most commonly required case plan activities for parents involved with child welfare system, a large percentage of families who begin parenting interventions drop out prematurely. The purpose of this concurrent mixed-methods study was to better understand risk factors associated with retention in a 10 week evidence-based parenting intervention. ([Suite](#))



Wells, M.; Vanyukovich, A. et Levesque, S. (2015). **Engaging parents: assessing child welfare agency onsite review instrument outcomes.** *Families in Society* 96(3) : 211-218.

This exploratory analysis examines one child welfare agency's efforts to engage both parents and how those efforts impact overall case outcomes. Data collected using the federal Onsite Review Instrument (OSRI) assess state child welfare agency efforts to engage both mothers and fathers in 206 cases involving children from in-home and out-of-home placements. ([Suite](#))



Berger, Z., Flickinger, T.E., Pfob, E., Martinez, K.A. et Dy, S.M. (2014). **Promoting engagement by patients and families to reduce adverse events in acute care settings: a systematic review.** *BMJ Quality & Safety*, Jul2014; 23(7): 548-555.

Patient-centeredness is central to healthcare. Hospitals should address patients' unique needs to improve safety and quality. Patient engagement in healthcare, which may help prevent adverse events, can be approached as an independent patient safety practice (PSP) or as part of a multifactorial PSP. ([Texte intégral](#))



Gladstone, J., Dumbrill, G., Leslie, B., Koster, A., Young, M. et Ismaila, A. (2014). **Understanding worker-parent engagement in child protection casework.** *Children and Youth Services Review* 44 : 56-64.

This study examines the way casework skills relate to parent and child welfare worker engagement. Quantitative data were gathered through personal interviews with 131 worker-parent dyads from 11 child welfare agencies in Ontario, Canada. ([Suite](#))



Kemp, S.P., Marcenko, M.O., Lyons, S.J. et Kruzich, J.M. (2014). **Strength-based practice and parental engagement in child welfare services : an empirical examination.** *Children and Youth Services Review* 47(Part 1) : 27-35.

Child welfare policy and practice increasingly emphasize the use of strength-based practice in concert with efforts to reduce identified risks to child safety. Compared with strategies for assessing risk, however, strength-based child welfare interventions lack a robust empirical foundation. ([Suite](#))



Larivée, S., et Larose, F. (2014). **Les programmes d'implication parentale efficaces en milieux défavorisés : une recension des écrits.** *La revue internationale de l'éducation familiale* (36) : 35-60.

Cet article présente les résultats d'une recension des écrits, de 2000 à 2009, sur les programmes d'implication parentale en milieux défavorisés. Plus particulièrement, la recension visait à mettre en évidence les types de programme et les formes de participation parentale les plus efficaces pour favoriser la réussite scolaire en milieu socioéconomiquement faible. ([Suite](#))



Welch, J. (2014). **Building a Foundation for Brief Motivational Interviewing: Communicating to Promote Health Literacy and Behavior Change.** *Journal of Continuing Education in Nursing* 45(12): 566-572.

The use of collaborative communication styles such as motivational interviewing promotes patient engagement, health literacy, self-management, and improved outcomes for individuals with chronic illness. Brief motivational interviewing is an adaptation developed for use with medical populations in time-limited encounters. ([Suite](#))



Stewart, M. (2014). **Patient-centered medicine: transforming the clinical method.** London; New York : Radcliffe Publishing Ltd.

Fully describing and explaining the patient-centered model of care, the second edition of this volume demonstrates how the clinical method has evolved. Divided into four parts, it comprehensively covers the evolution, the six interactive components of the patient-centered clinical method, teaching and learning, and research including research findings and reviews.



Zaffran, M. (2014). **Le patient et le médecin.** Montréal : Les Presses de l'Université de Montréal



S'appuyant sur des exemples tirés des contextes français et québécois, Marc Zaffran a voulu aller au fond de cette question, qu'il a souvent abordée dans ses différents ouvrages : comment la relation entre patient et médecin peut-elle cesser d'être un rapport de force et devenir, pleinement, une relation de soin — c'est à dire d'entraide, de soutien et de partage.



RUIS de Montréal. Comité sur les pratiques collaboratives et la formation interprofessionnelle. (2013). **Vers une pratique collaborative optimale entre intervenants et avec le patient. Guide d'implantation du partenariat de soins et de services.** Montréal : RUIS

[...] Une des solutions envisagées dans le présent document est de tendre vers une offre de soins et de services intégrée, qui soit guidée par le partenariat de soins et de services avec le patient et ses proches aidants. Cette approche favorise l'émergence de solutions novatrices partagées, où le patient joue un rôle actif dans les décisions et actions qui le concernent. ([Texte intégral](#))

Villeneuve, M., Maltais, D. et Pouliot, E. (2012). **L'implication parental en contexte de protection de la jeunesse : qu'en pensent les intervenants?** *Intervention* (136): 80-89.

Recension d'écrits sur l'implication des parents. Résultats d'une étude qualitative de type exploratoire auprès d'intervenants du Centre jeunesse du Saguenay–Lac-Saint-Jean permettant de comprendre leur point de vue sur l'implication parentale en contexte de protection de la jeunesse. ([Texte intégral](#))



Cartwright, J., Crowe, S., Heneghan, C., Perera, R. et Badenoch, D. (2011). **Patient and public involvement toolkit.** Chichester, West Sussex, UK; Hoboken, NJ : BMJ Books/Wiley-Blackwell.

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Morrow, E., Boaz, A., Brearley, S. et Ross, F. M. (2011). **Handbook of User Involvement in Nursing and Healthcare Research.** New York : John Wiley & Sons.

This book fills an important niche in the market providing practical expert advice on the involvement of service users - patients, carers and the public - in nursing and healthcare research. An invaluable guide for anyone working or involved in nursing and healthcare research, this book provides a step-by-step guide to the principles and process of involvement, including understanding the rationale for involvement, designing involvement, working with service users, and evaluating what has been achieved.

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