

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

Quick Tips

Guide for integrating patient
perspectives into CPD activities
for family physicians

August 2024



Including patients and individuals with lived experiences in the design and development of continuing professional development (CPD) activities for family physicians is essential for fostering meaningful and impactful outcomes. By engaging with those directly affected by health care decisions and interventions, CPD programs can better address the diverse needs, preferences, and challenges

encountered in clinical practice. This collaborative approach not only enhances the relevance and effectiveness of CPD activities but also promotes a patient-centred health care system that prioritizes patients' well-being and satisfaction.

Here are several suggestions for how including patients and individuals with lived experiences can improve CPD outcomes.

Start with a needs assessment

- Conduct surveys or focus groups with patients to understand their perspectives on the health care experience
- Identify areas where patient perspectives can enhance CPD activities for family physicians

Engage patient advocacy groups

- Collaborate with patient advocacy organizations to gain insights into patient needs, preferences, and challenges
- Invite representatives from these groups to participate in CPD planning meetings or workshops

Incorporate patient stories*

- Invite planning committee members to include patient stories and narratives in planning discussions
- Include patient narratives or case studies in CPD materials to illustrate real-life experiences
- Invite participants to share patient stories during CPD sessions

*When including patient stories, case studies, or narratives, planning committees must make sure that patient confidentiality is maintained at all times, including during planning discussions and CPD sessions.

Use patient feedback

- Gather feedback from patients who have participated in CPD activities
- Use this feedback to refine existing activities and develop new ones that better address patient needs

Implement patient-centred learning activities

- Invite patients to serve as panelists or presenters in CPD activities
- Incorporate role-playing exercises or simulated patient encounters to simulate real-world scenarios

Promote cultural competence

- Make sure that CPD activities reflect the diverse backgrounds and perspectives of the patient population

Encourage patient involvement in program evaluation

- Invite patients to participate in evaluating the effectiveness of CPD activities
- Incorporate patient feedback into the continuous improvement process

Foster collaborative partnerships

- Build relationships with patient advisory boards or councils to facilitate ongoing dialogue and collaboration
- Encourage physicians to actively seek feedback from patients in their clinical practice

Highlight patient-centric outcomes

- Emphasize outcomes that are meaningful to patients, such as improved quality of life or satisfaction with care
- Share success stories that demonstrate the impact of patient-centred approaches on health outcomes

Stay updated on patient-centred practices

- Keep informed about emerging trends and best practices in patient-centred care
- Continuously adapt CPD activities to incorporate new insights and perspectives from patients