

People-centeredness championed by Ontario association

Patient-centered care begins with the patient's voice, says OCA

Canada's largest provincial chiropractic association, the Ontario Chiropractic Association (OCA), is stressing the importance of people-centered care with its new **Partnership4BetterHealth** online patient advisory community.

The OCA has created an innovative online community which gathers feedback from a diverse community of patients and families who are already using chiropractic services in Ontario, as well as consumers who have yet to receive chiropractic care. The feedback, shared confidentially, will inform enhanced people-centered care by gathering information on needs, motivations, concerns, habits and choices of patients and the public.

Although the **Partnership4BetterHealth** community primarily aims to engage chiropractic patients, it equally seeks to understand the views of those that have used other health care services, either in combination with chiropractic or exclusively. The OCA is aiming to engage 1000

patients, family members, caregivers and consumers across the province of Ontario, who will act as **Partnership4BetterHealth** advisors.

Advisors will:

- Provide feedback regarding preferences and/or experiences;
- Provide recommendations to enhance chiropractic care; and
- Participate in activities such as surveys and virtual focus groups.

The OCA's initiative seeks to build on traditional Patient and Family Advisory Councils, which limited participation to 10-15 members and did not appear to reach deep into the needs of communities and patient care networks. By obtaining information on values, perspectives and viewpoints from a broad range of stakeholders, the OCA hopes to create a stronger organization and advance the delivery of people-centered care by its members.

"People-centered care requires that people have the education and support they need to make decisions and participate in their own care. It is organized around the health needs and expectations of people rather than diseases." World Health Organization

**Partnership
4BetterHealth**
Chiropractic Patient Advisory Community



Ontario
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