# Develop Coalitions – Listening to the Patient Voice to Develop Coalitions

**Authors:** G. Dickson, D. Dath, D. Blumenthal, J. Adolphe, J. Van Aerde, S. Tsuei, J. Pickard, D. Koff, L. Loh  
**Advisory Panel:** J. Tepper, J. Karpinski, K. Stobart

## Background

**Coalition**  
- A group of people or organizations outside of the direct care team that share a common goal and pool their capabilities to achieve that goal.  
- Coalitions are built on relationships.

**Listening to the Patient Voice**  
- Patient and family centered care requires listening to patients’ values, needs and preferences and designing their care accordingly.  
- Coalitions must use the patient voice as a guide as they design and act on care paths.

## Objectives

- To describe the importance of listening to the patient voice in designing care for patients.  
- To build relationships between care providers in coalitions.  
- To strategically include the patient’s voice in the policies and procedures of safe, effective care.

## Intended Learning Outcomes

- Identify situations that require the development of a coalition to care for patients.  
- Include all sources of information on patients’ values, needs and preference.  
- Build relationships with people and organizations with the capacity to help the patient.  
- Ensure that the coalition is designed to provide care with the guidance of the patient voice.  
- Develop the political skills to understand and navigate complex systems.  
- Design care pathways that share information on the patients’ values, needs and preferences throughout the care path.

## Case

**A:** The junior resident in your family medicine practice has just seen an elderly man with acute, severe back pain who is hardly able to cope with his own pain much less help his wife who needs his assistance due to her own immobility.

**Questions for discussion**

- How can you teach the resident to pay attention to the patients’ values, needs and preferences (voice)?
- What important relationships should the resident cultivate to develop the coalition of healthcare workers for the patient and his wife?
- How can you help the resident to build a coalition that carries the patient voice throughout care?

**B:** The senior resident identifies a group of patients who commonly need integrated care to manage in their homes. She wants to organize a coalition to make it easier to trigger such care.

**Questions for discussion**

- What are the political barriers to setting up a coalition of different health care providers?
- How will you design the flow of information in the coalition to ensure adherence to the patient voice?

## Assessment Methods

- Multi-source feedback  
- Direct observation  
- Reflection-in-action  
- Short answer and essay questions  
- Multiple choice questions  
- Simulation based observation

## Teacher’s Guide

- Become familiar with the principles and skills of developing coalitions.  
- Identify areas in your practice (particular patients) where you can initiate discussions about developing coalitions with residents.  
- Review the importance of the patient voice in providing care.  
- Describe your coalition building efforts as a guide to your residents.  
- Consider your objectives and your learners as you design your teaching events.  
- Teaching at the point-of-care is vitally important, but can be augmented with small group discussions, didactic sessions and even online modules.  
- Link teaching to assessment for feedback and to summative assessments in the training program.

## Instructional Methods

- Large group – interactive, case-based  
- Workshop – facilitated exercises  
- Online modules  
- One-on-one at the point of care  
- Small group within an educational block  
- Narration  
- Reflection exercise

## Other Resources

- Developing Effective Coalitions: An Eight Step Guide  
LISTENING TO THE PATIENT VOICE TO DEVELOP COALITIONS

REFERENCES


2. Developing Effective Coalitions: An Eight Step Guide


This leadership module on Listening to the Patient Voice can be accessed at www.sanokondu.ca

More information about TISLEP is available at http://tislep.pgme.utoronto.ca