

## WORKSHOP ABSTRACT

# The Next Frontier of People-Centred Care: Advancing Integrated Care Through Social Participation, Six Types of Patient Knowledge, and Engagement-Capable Environments

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Sandra Young<sup>1</sup>, Vincent Dumez, G. Ross Baker, Kerry Kuluski, Samantha Laxton

1: Health Standards Organization, Ottawa, Ontario, Canada

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**Background:** In the evolving landscape of integrated health systems, advancing people-centred care is crucial for fostering safe, equitable, comprehensive, and sustainable health and social care systems and services that meet community and population health needs.

Patients' experiential knowledge is increasingly recognized as a complementary, valuable form of knowledge enriching professional expertise. A 2024 publication by Vincent Dumez and Audrey L'Espérance highlights the need to challenge the dominant knowledge model by making patient-derived knowledge explicit, thus broadening its practical application. Six types of patient knowledge—embodied, monitoring, navigation, medical, relational, and cultural—are identified based on the unique learning sources patients engage with throughout their care journey. This classification underscores the diversity and utility of experiential knowledge, advancing the call for environments that fully support and engage patients as equal partners in co-design and decision-making.

This workshop will explore how social participation and the six types of patient knowledge can be meaningfully integrated into health systems at the micro, meso, and macro levels, creating engagement-capable environments that empower patients, caregivers, citizens and communities as co-designers and decision makers in health system transformation toward the Quintuple Aim.

**Audience:** This workshop is designed for patients, caregivers, community members, health system leaders, policymakers, providers, and researchers who are committed to advancing people-centred, integrated care. Participants should have an interest in system leadership, patient and community engagement, and health system transformation through co-design and social participation.

**Approach:** The 90-minute workshop session will follow a highly interactive discussion, applying Liberating Structures facilitation designed to stimulate new ways of thinking and cross-pollination of ideas.

The session balances presentations with interactive components that allow participants to engage with, apply and learn about the concepts in real-time.

### 1. Introduction (15 min):

- Vincent Dumez introduces people-centred care, social participation, and the six types of patient knowledge.

- Sandra Young provides an overview of how standards integrates patient knowledge and partnership to influence policy, legislation, and behavior change.

2. Group Discussion (45 min): Breakout into groups facilitated by a Host.

- Social Participation Across Levels (Host: Kerry Kuluski): Embedding social participation at micro, meso, and macro levels.

- Creating Engagement-Capable Environments (Host: Ross Baker): Attributes of such environments and how leaders can foster them.

- Six Types of Patient Knowledge (Host: Vincent Dumez): Leveraging patient knowledge in system design.

- Standards as Enablers of Change (Host: Sandra Young): Using standards to drive behavior and support integrated care.

Outcomes:

3. Group Harvest & Reporting (15 min): Table hosts report insights and connecting themes.

4. Panel Reflections & Closing (15 min): Sandra, Young, Vincent Dumez, Ross Baker, and Kerry Kuluski reflect on key takeaways, followed by audience questions and discussion.

Participants will leave the workshop with:

- Deepened understanding of social participation and the six types and its role at different levels of the health system.

- Practical frameworks, strategies and tools to foster engagement-capable environments.

- Actionable insights on leveraging diverse forms of patient knowledge for system transformation.

- A network of peers and leaders for ongoing collaboration in advancing people-centred care.