

Building Patient Self-Advocacy and Engagement



Project Summary

Problem

While MSF is committed to person-/patient centered care, its progress in strengthening our patient and community approaches has been slow. To date, there has been limited capacity building on self-advocacy and systematic approaches to embedding a culture patient/community engagement on their needs, acknowledging perspectives, including their feedback and providing opportunities for their participation and co-design of MSF programs.

Proposed Solution

Adapt and improve MSF's current approach in **supporting affected patients and communities to self-advocate and take action**, as part of a mutually beneficial process. Design, test, learn and establish conditions for scaling "building self-advocacy experts by experience", strengthen accountability in patient/community inclusion. Provide a more holistic continuity of care and 'quality of care' as defined by patients and communities themselves.



Potential Impact

- Strengthens **impact** and **accountability** in the local communities by including the expertise of those the organization seeks to represent
- Incorporates **behavioural change**: Pathway and steps towards sustainable patient engagement

Viability

- Leverages a **strong project team** with experience on TIC projects, sponsored by MSF Greece
- Aligns with the Plan of Action of **MSF Greece**: Health and Protection Unit and Fundraising/Communications

Risk Mitigation

- Deploys an **agile test, pilot, learn approach** and identifies **conditions for scaling**
- Leverages **learnings** from the Experts by Experience program (initiated by OCB, transferred to MSF Greece)

Scalability

- Builds upon OC programs: OCG Clinic Athens, OCB in Lesbos; Engages advocacy and comm's groups in MSF; Shares lessons learned (toolkit/webinars, etc.)
- Embodies the *IB Call for Change* and *MSF We Want to Be* on Quality and Patient-Centred Care

Area/Type: Operations Improvement

Sponsor/Support: MSF Greece

Length/Project Status: 24 months; ONGOING