



I was inspired when reading *Compassionomics* (Trzeciak & Mazzei) when Trzeciak asked the question "*What is the most pressing problem of our time*" and I pondered turning this lens to healthcare. Twitter responses to this question are summarized below into key themes for ease of reading.

### Resources

- The healthcare workforce and public support systems are not large enough or prepared for a rapidly aging population
- We need people to care. That's why some of us created a patient and caregiver owned advocacy voice. Nothing changes until enough people understand what is at stake-why to care-to stand up and demand change.
- Lack of community providers. Family could stay home longer with more help. They wouldn't need to go to LTC. Access to a physician.
- Workloads. It's hard to flex to meet demand when everyone is working to capacity. It's impossible to be innovative. We are less efficient and less productive, more distracted and stressed- it can come across as uncaring to our patients and our colleagues

### Empathy and connection

- Empathy, communications and authentic partnership
- Empathy has been sacrificed for efficiency.
- Human connection and its connection to information acquisition. It envelops a lot of subject matter. But it seems like more people struggle/mourn their way through health challenges. It's that lack of support and connection that risks impacting our decision making in health.
- Human Connection is tied to Agency and Co-design. Power differential affects care and recovery as well as cost and innovation on the global scale.

## Access to data

- Access to information
- Lack of real-time health records
- Access to records, ability to correct records
- Access to health information

## Access to care

- With long wait list to see specialist and lack of family clinicians, I say one of the worst problems is access to care.
- Wait times - Specialist/tests/TX

## Care coordination

- Lack of coordinated care and the risk to patient safety, links to poor outcomes and the incredibly distress for patients and families.  
Communication.
- Lack of coordinated care/communication. Among health authorities.  
Among physicians. Among hospital teams.
- Fragmentation with confusion at almost all points of care

## Preventative Care

- There is no preventative care, no investment in rehabilitation, we need more accountability and transparency.

## Patient partnership

- Being treated, both systemically and personally, as equals; capable of autonomy, decision-making, and whose conclusions on problems may be different from those who have traditionally held power.
- The most pressing problem is that we are still being treated like pin cushions not partners. Nothing About Us Without Us.
- Remember the patient as a whole person. #IntegratedCare and seamless transitions between home, community, and hospital that is based on mobility needs, level of illness, and level of social care needs. Age is arbitrary.
- #Shared decision-making

## Patient Safety

- Patient Safety, need rep in each hospital, transparency, about medical errors to prevent same from reoccurring.
- The dismissal of complex symptoms as "it's psychogenic". It's a huge risk for patient safety, leads to delays in diagnosis, missed emergency situations, bias and patient blaming. Patients experience it as traumatizing. This desperately needs awareness and research.

## Vulnerable populations

- Frail Seniors. We need "collective/coordinated/integrated action between govt/academia and front line operations.
- Preparing for an aging population
- Health inequalities
- The lamentable state of #SDOH for Indigenous people is urgent.
- Addressing adequate housing, access to potable water and poverty reduction measures are long overdue.

## Structural

- The distances that needs to be covered in order to get to those who may have read their notes first. We need satellite locations for patients. Traveling with compromised bodies, long distances, further comprises those same bodies.
- The desperate need for transparency and accountability
- #accountability that is simple and effective
- Hierarchical structures that do not serve their customer i.e. the patient, institutional structures and people/leaders who are resistant to change to hold power, etc.
- Sweeping changes to health care not knowing the complete picture. "Throwing the baby out with bath water"
- Inconsistent patient care province to province. Cancer patients in AB, don't get the same meds as those in BC, SK, MB etc.
- Need integrated chronic disease management (with #EMR and #PatientPortals)
- Team based primary care
- There is an erosion of trust b/w HCP & Pts, in institutions, science, etc. Industry is in it all. It has impacted how Dr's practice, what/how info is utilized, healthcare culture, etc. IMO Need to purge industry influence & get back to basics of medicine.
- Dehumanization. Patient focused on squeezing in main points. Clinician focused on procedural steps. Having a real conversation makes all the difference.

## Technology

- Integration of technology has to be an asset to both the patient and the clinician in freeing up time to provide quality care

This document serves to highlight some of the key challenges people are facing as patients and caregivers within healthcare.

Some of these challenges are faced by healthcare teams as well as we all navigate this complex system and environment.

As our populations age and chronic diseases increase, I hope that continuing to increase visibility of these issues, bring constructive collaborative discussion around them between patients, caregivers and our healthcare systems will continue to create and drive actionable and sustainable change.