

# Patient and Family Engagement in Hospital Planning and Improvement

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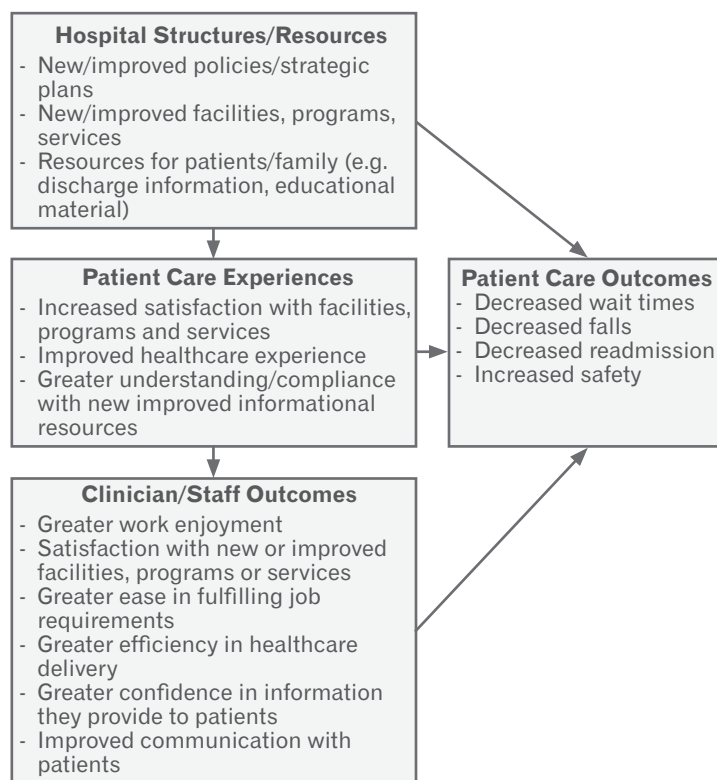
Patient and family engagement (**henceforth, PE**) is defined as patients, families, and health professionals working in active partnership to improve health and health care.<sup>1</sup> To identify how to optimize PE specifically in hospitals, we:

- Surveyed hospitals about PE capacity and processes, which identified high-PE hospitals<sup>2</sup>
- Interviewed representatives of high-PE hospitals to gather best practices<sup>3-5</sup>
- Generated evidence-informed consensus on how to optimize PE in hospital planning and improvement<sup>6</sup>
- Compiled a casebook of 40 accounts of hospital PE from patient/family advisors, patient engagement managers, clinicians and corporate executives at high-PE hospitals of different types and sizes<sup>7</sup>

## Strategies employed to promote and support PE

Category	Strategies
Organization committed to PE	<ul style="list-style-type: none"> <li>- Philosophical commitment to PE</li> <li>- Endorsed and modeled by CEO and Board</li> <li>- All staff endorse and support PE</li> <li>- PE is evaluated and improved</li> </ul>
Resources dedicated to PE	<ul style="list-style-type: none"> <li>- Operational funding dedicated to PE activities</li> <li>- Compensation for patients, release time for staff</li> <li>- Dedicated PE manager/staff and staff champions</li> <li>- Technology to support PE</li> </ul>
Link with Board of Directors	<ul style="list-style-type: none"> <li>- Board member on Patient-Family Advisory Committee</li> <li>- Patient/family advisors on Board/Board Committees</li> </ul>
Engage diverse patients	<ul style="list-style-type: none"> <li>- Aim for diversity in characteristics</li> <li>- Employ varied recruiting strategies to attain diversity</li> </ul>
Prioritize what benefits many	<ul style="list-style-type: none"> <li>- Choose projects that benefit the majority</li> <li>- Employ both consultation and collaboration</li> </ul>
Match patients to projects	<ul style="list-style-type: none"> <li>- Deploy those with PE experience/skill</li> <li>- Match patient/family advisors to PE project</li> </ul>
Train all involved	<ul style="list-style-type: none"> <li>- Train patient/family for role of advisors</li> <li>- Provide activity-specific background information</li> <li>- Establish roles and responsibilities for all involved</li> <li>- Orientation for existing and new staff</li> <li>- Train staff to collaborate with patient/family advisors</li> </ul>
Ensure patient/family input informs decisions	<ul style="list-style-type: none"> <li>- Include a critical volume of patient/family advisors</li> <li>- Quorum requires at least one patient/family advisor</li> <li>- Patient-Family Advisory Committee monitors PE</li> <li>- Patient/family advisor feedback loop</li> </ul>
Staff show value for patient/family advisors	<ul style="list-style-type: none"> <li>- Proactive standing committee/project team Chairs</li> <li>- Staff actively accommodate PE</li> <li>- Staff encourage and use patient input</li> </ul>

## Reported impacts of PE in hospital planning and improvement



## References

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