



Engage and Activate Your Patients!

Consider the levels of involvement for patients and families outlined below.

Direct Care

- Do your clinicians actively practice shared decision making by including the patient and family in treatment decisions?
- Does your informed consent process require the clinician who will be performing the procedure meet with the patient/family to discuss risks, benefits, and alternatives? And does this occur in nonmedical jargon, with confirmation of patient/family understanding?
- Is the teach-back method used to instruct patients and family members?
- Are all written materials that are provided to the patient/family easy to understand by nonmedical personnel?
- Are the patients' language, literacy level, cultural factors, values, and beliefs considered when seeking their participation in health care?
- For Hospitals:
 - Do you round and conduct handoffs at the bedside in the presence of the patient and family?
 - Are patients encouraged to participate in rounds and speak up? Ask questions?

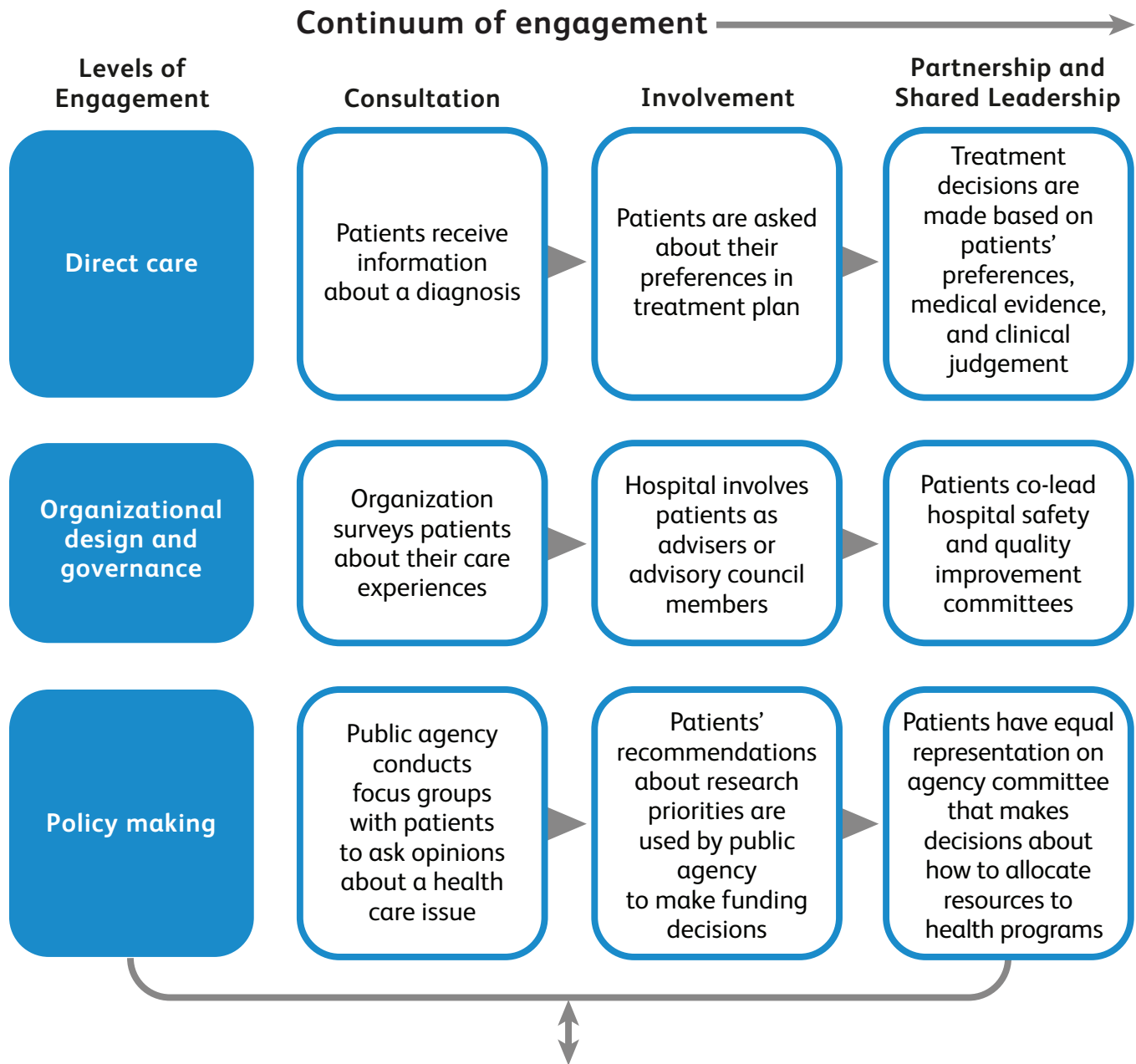
Organizational Design and Governance

- Does your organization have a patient and family advisory council?
- Do you include former patients or family members on patient safety and performance improvement committees?
- Are your employees and members of the medical staff educated about why and how to promote patient and family engagement and activation?
- Do patient survey results prompt organizational changes that incorporate suggestions and improve the patient experience?
- Are patients involved in decisions about the design of new construction or remodeling of the facility?
- Is the patient on your organization's board primarily providing the voice and perspective of the patient?

Policy Making

- Does your organization promote patient involvement in community activities focused on health care?
- Are consumers in your locale included in policy decisions at the local level?
- How can your organization encourage more consumer involvement?

A Multidimensional Framework for Patient and Family Engagement in Health and Health Care¹



Factors influencing engagement:

- Patient (beliefs about patient role, health literacy, education)
- Organization (policies and practices, culture)
- Society (social norms, regulations, policy)

Note: Movement to the right on the continuum of engagement denotes increasing patient participation and collaboration.

Reference: 1. Carman KL, Dardess P, Maurer M, et al. Patient and family engagement: a framework for understanding the elements and developing interventions and policies. *Health Aff.* 2013;32(2):223–231.