



## What is effective **Patient- and Family- Engagement?**

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“Patients, families, their representatives, and health professionals working in **active partnership** at various levels across the health care system – direct care, organizational design and governance, and policy making – to improve health **and** health care.”

- **SOURCE:** Carman, Kristin; Dardess, Pam; Maurer, Maureen; Sofaer, Shoshanna, Adams Karen; Bechtel, Christine; Sweeney, Jennifer. “Patient and Family Engagement: A Framework for Understanding The Elements And Developing Interventions and Policies.” *Health Affairs* 32 No.2 (2013 223-231).



## Continuum of Engagement



Level of Engagement	Consultation	Involvement	Partnership & Shared Leadership
<b>Direct Care</b>	Patients receive information about a diagnosis	Patients asked about preferences in treatment plan	Treatment recommendations based on patients' preferences, medical evidence and clinical judgment
<b>Organizational Design &amp; Governance</b>	Organization surveys patients about experience of care	Hospital involves patients as advisors or advisory council members	Patients co-lead hospital safety and quality improvement committees
<b>Policy Making</b>	Public agency conducts focus groups with patients	Patients' recommendations about research priorities used by public agency to shape funding decisions	Patients have equal representation on agency committee that makes decisions about resource allocations

Carman K L et al. Health Aff 2013;32:223-231