



Levels of Patient Engagement

One of the AHS values is engagement. But what does it mean to engage patients? Engagement means doing things **with** patients and not just **for** them. Consider where on this spectrum you would like to engage patients in the decision making process.

IAP2's Spectrum of Engagement

Increasing Level of Patient Involvement

	Inform	Consult	Involve	Collaborate	Empower
Goal	To provide the patient with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain patient feedback on analysis, alternatives and/or decisions.	To work directly with the patient throughout the process to ensure that patient concerns and aspirations are consistently understood and considered.	To partner with the patient in each aspect of the decision including the development of alternatives and the identification of the preferred solutions.	To place final decision-making in the hands of the patient.
Promise to the Patient	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how patient feedback influenced decisions.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how patient input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into decisions to the maximum extent possible.	We will implement what you decide.
What does this look like?*	<ul style="list-style-type: none"> • Pamphlets • Brochures • Websites 	<ul style="list-style-type: none"> • Focus groups • Surveys • Comment box 	<ul style="list-style-type: none"> • Workshops • World Cafes 	<ul style="list-style-type: none"> • Citizen/patient advisory committees • Participatory decision making 	<ul style="list-style-type: none"> • Citizen/patient advisory committees • Delegated Decision making

* For more information about these tools contact Patient Engagement

Engaging Patient Advisors

The process of identifying, recruiting and working with patient advisors involves careful consideration and commitment. The Patient Engagement team has a number of other tools and resources to help support the process of engaging patient advisors. Please contact Patient Engagement for further support.

Here are just a few things to consider as you begin the process of involving Patient & Family Advisors:

Qualities of a Patient Advisor

- Ability to share insights and information about their experience in ways that others can learn from them
- Can see beyond their personal experience
- Shows concern for more than one issue
- Listens well
- Respects the perspective of others
- Interacts well with many different kinds of people
- Speaks comfortably in a group
- Works in partnership with others
- Shows a positive outlook on life and a sense of humour
- Time

Where to find Patient Advisors

- Ask patients who are already involved
- Share this tool with providers or leaders to see if they know anyone who demonstrates these qualities
- Contact patient family networks, support groups and advocacy organizations
- Post notices in common areas
- Ask patients who participate in NICU or postpartum gatherings
- Create a web page and include recruitment information
- Develop radio or TV public service ads
- Send notices to local community groups
- Consider your own community of connections (i.e. plumber, neighbour etc.)
- Consider recruiting within hard to reach groups such as aboriginal, disabled, homeless, children etc.

Supporting Links and Tools

Please contact Patient Engagement for access to the following tools:

- **Readiness Assessment**
a tool to help determine if engagement is a viable course of action
- **Interview Questions**
a sample interview to be used with potential patient advisors
- **Guidelines**
for successfully involving patients on committees, groups, task forces and councils
- **Patient Engagement Planning Checklist**
a tool to help clarify needs and objectives

This Practical Wisdom Adapted from:

International Association for Public Participation. (2006). *Planning for effective public participation*: Student manual. Unpublished Manuscript.

Jeppson, E. S., & Thomas, J. (1995). *Essential allies: Families as advisors*. Bethesda, MD: Institute for Family-Centered Care.

Thomas, J., & Jeppson, E. S. (1995). *Words of advice: A guidebook for families serving as advisors*. Bethesda, MD: Institute for Family-Centered Care.