



Seeing Through the Eyes of Patients to Improve Outcomes

This practice has been endorsed by the National Patients' Association of Canada & the Alberta Health Services Patient & Family Advisory Group

There are many ways to gain the valuable insights of patients and families! From the point of care to the planning table, seeing your work through the eyes of patients and families has been shown in the research to improve patient safety, improve health outcomes and reduce costs. *Start small or consider more extensive action depending on your needs!*

Informal

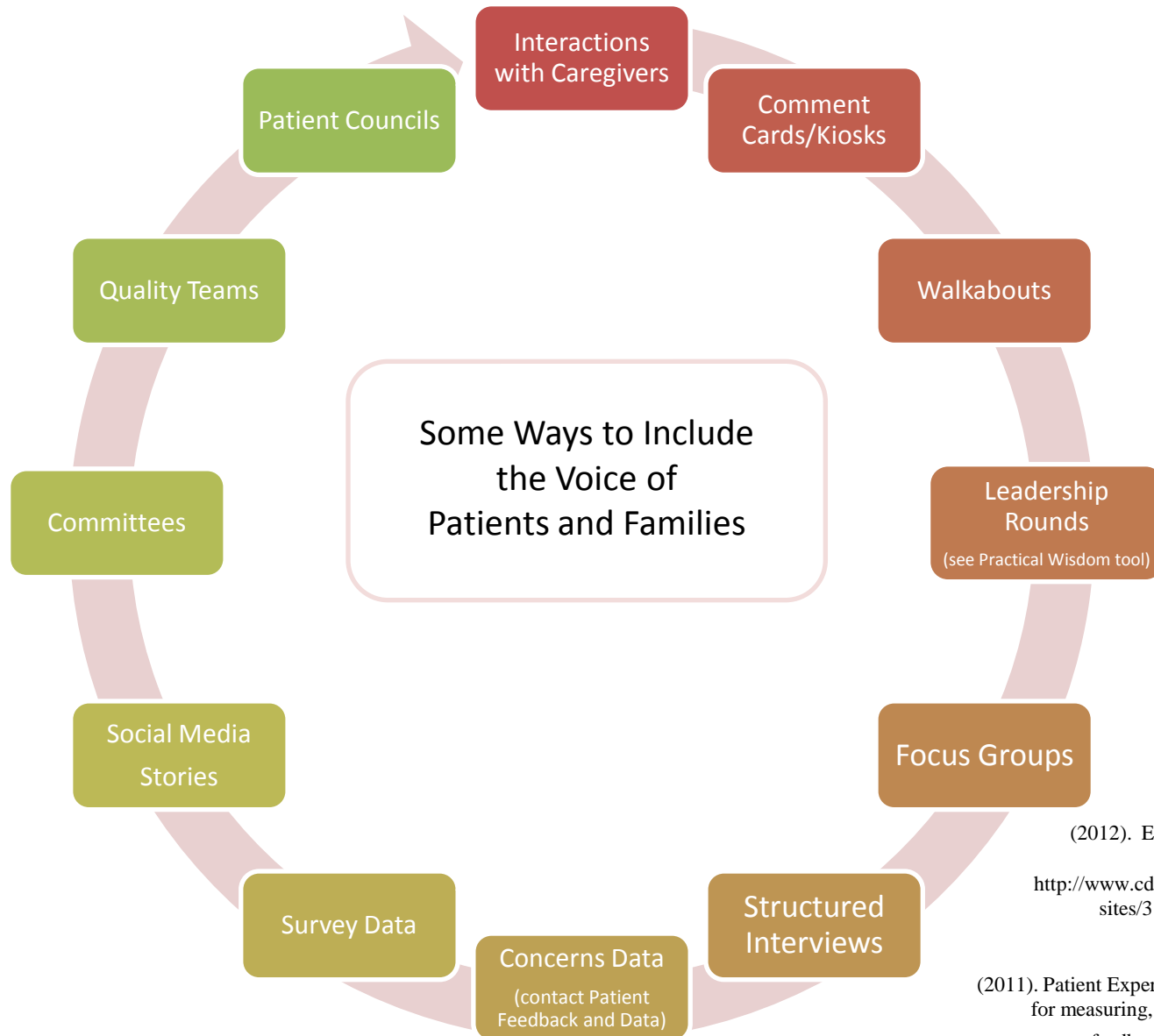
- Keep it simple and **just ask!** We don't always need formal surveys or statistics – simply ask and listen for the perspective of your patients and families as you interact with them!
 - ❖ *“What do I need to know about you to take the best care of you that I can?”*
 - ❖ *“Is there anything at all that could have gone better today in the care you experienced?”*
 - ❖ *“How are we doing with caring for you today?”*
- Put a patient and family **suggestion box**, index cards and pens in your waiting or treatment areas and regularly share and discuss ways to incorporate some of the suggestions at staff meetings.
- Include a patient or family volunteer in a **walkabout** with a few staff and leaders and ask for their perspective on how services in your area ‘flow’ from the patient’s perspective.
- Conduct a patient **focus group** on a particular topic related to care in your area.
- Invite a few patients or family members to sit on any new or existing **committees** in your area. Ensure they are welcomed and their input is included by having a staff liaison support them.



Formal

Including the Voice of Patients and Families

There are many ways to include the voices of patients and families. Consider using **one** or **multiple** methods depending on the size, scope and needs of your area!



This Practical Wisdom
Adapted from:

Capital Health.
(2012). Engagement Framework and
Toolkit. Retrieved from
[http://www.cdha.nshealth.ca/system/files/
sites/317/documents/engagement-
framework-and-toolkit.pdf](http://www.cdha.nshealth.ca/system/files/sites/317/documents/engagement-framework-and-toolkit.pdf)
Rees, J., & Lemieux, A.
(2011). Patient Experience Feedback: A strategy
for measuring, reporting and using patient
feedback. Alberta Health Services.