Meaningful Engagement

Module 3: Patient/Family Advisor and Staff Liaison Orientation
Education Series Overview

Module 1:
Patient and Family Advisors: Roles and Responsibilities

Module 2:
Staff Liaisons: Roles and Responsibilities

Module 3:
Meaningful Engagement
For Today’s Discussion

Key Learning Goals:

- What is meaningful engagement
- Why we engage
- The different ways we engage
- Key concepts and methods
- Examples from an experienced patient and family advisor and staff liaison
Why Engage?
Ways We Engage

Collaborating at the Planning Table

Quality Teams & Committees

Patient & Family Councils

Survey Data

Concerns & Commendations

Comment Cards

Structured Interviews

Focus Groups

Narratives and Stories

Mapping the Patient Journey

Patient Shadowing

Real Time Encounters

Leader Rounding

Interactions at the Point of Care

Patient and Family Advisors

Patient Researchers

Collecting Feedback

THE VOICE OF PATIENTS AND FAMILIES
What makes patient and family engagement meaningful?
What Makes Engagement Meaningful?

Values Based
- Shared values
- What matters most?

Decision Oriented
- Scope of influence
- What’s the decision to be made?
- Level of engagement

Goal Driven
- Scope of influence
- Who will make the final decision?
## IAP2 Spectrum of Engagement – Increasing Level of Engagement

<table>
<thead>
<tr>
<th>Participation Goal</th>
<th>Inform</th>
<th>Consult</th>
<th>Involve</th>
<th>Collaborate</th>
<th>Empower</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide the patient/family with balanced and objective information to assist them in understanding the problem, alternatives, opportunities, and solutions.</td>
<td>To obtain patient/family feedback on analysis, alternatives, and/or decisions.</td>
<td>To work directly with patient/families throughout the process to ensure that patient/family concerns and aspirations are consistently understood and considered.</td>
<td>To partner with patients/families in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</td>
<td>To place final decision making in the hands of patients/families.</td>
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<tr>
<td>We will keep you informed.</td>
<td>We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how patient/family feedback influenced the decision.</td>
<td>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/family input influenced the decision.</td>
<td>We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.</td>
<td>We will implement what you decide.</td>
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**Promise Back to the Patient / Family**
Engaging the Voice of Patients Through the Project Lifecycle

**Define Opportunity**
- How will the project help patients and families? Discover *what matters most* to patients and families.

**Build Understanding**
- What are patients and families currently *experiencing*?

**Act to Improve**
- How can we, together with patients & families, *identify* which ideas will make a difference for patients and families?

**Sustain Results**
- How can patient and family perspectives be sought to assess what difference the change/intervention has *actually* made?

**Co-Define**

**Co-Assess**

**Co-Create**

**Co-Evaluate**
Module 3: Meaningful Engagement Evaluation Survey

Thank you for participating in the Meaningful Engagement module of the Alberta Health Services (AHS) Education Webinar Series for families and family advisors and staff leaders. In order for us to evaluate the impact and effectiveness of the webinar, we would appreciate if you would take a few minutes to answer the questions below.

1. Please identify your role:
   - Staff member
   - Parent or Family Advisor

2. In your own words, please describe meaningful engagement:

3. What was one thing you found valuable about the webinar?

4. Please describe any changes you think should be made to this webinar.

5. Would you like to see more information included on any of the areas of discussion today?

THANK YOU!

For more information:

Engagement and Patient Experience Website:
http://www.albertahealthservices.ca/info/patientengagement.aspx
References/Acknowledgements/Resources


• International Association for Public Participation. (2016). *Planning for Effective Public Participation*. Internal Association for Public Participation.