

# A Road Map to Patient and Family Engagement

The following are recommended patient and family engagement (PFE) policies and practices for hospitals; they are fundamental to improving quality of care for all patients and in building authentic partnerships among patients and care providers.



Support PFE with policies and dedicated resources

Provide a planning checklist to prepare patients that have scheduled admissions, allowing for questions and comments at admission



Share and teach principles of patient- and family-centered care with staff



Implement and inform patients and families of family-initiated rapid response teams (RRT) educating them on how and when they are used



Develop and execute systems to encourage partnerships among patients, families, and care providers to improve patient-provider decision making

Conduct change of shift reporting at the bedside and invite patients and family members to be active participants



Represent the patient voice at hospital Board of Directors meetings, making them a part of governance decisions



Conduct and inform patients and families of physician/multidisciplinary rounds and encourage their participation



Dedicate a staff member to be responsible for all PFE activities and training

Welcome 24/7 presence of family and/or patient representative as part of patient's healthcare team



Create an active PFE committee/council or have patient representation on existing patient safety/quality improvement teams



Include the voice of patients and families in every serious safety event review