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

To learn more about patient- and family-centered care, and for resources on how to advance these principles and practices, visit us at: www.mhakeystonecenter.org

©2016 MHA Keystone Center. All rights reserved.