

FOUND IN RESEARCH

Frameworks of Patient Engagement

PATIENT ENGAGEMENT, PATIENT EXPERIENCE AND PATIENT-CENTERED CARE

- PATIENT ENGAGEMENT: involving patients and families in open communication and making decisions
- PATIENT EXPERIENCE: how the patient is being treated; in their opinion, did they receive quality care?
- PATIENT-CENTERED: looks at patient as a whole (including wishes, needs, history, values)

CORE CONCEPTS OF PATIENT ENGAGEMENT

1. Dignity and Respect
2. Information Sharing
3. Participation
4. Collaboration

FRAMEWORKS



Community Engagement Continuum Toolkit

Ladder of Engagement

Consumer, Carer and Community Engagement Model

FSH Community Engagement Model

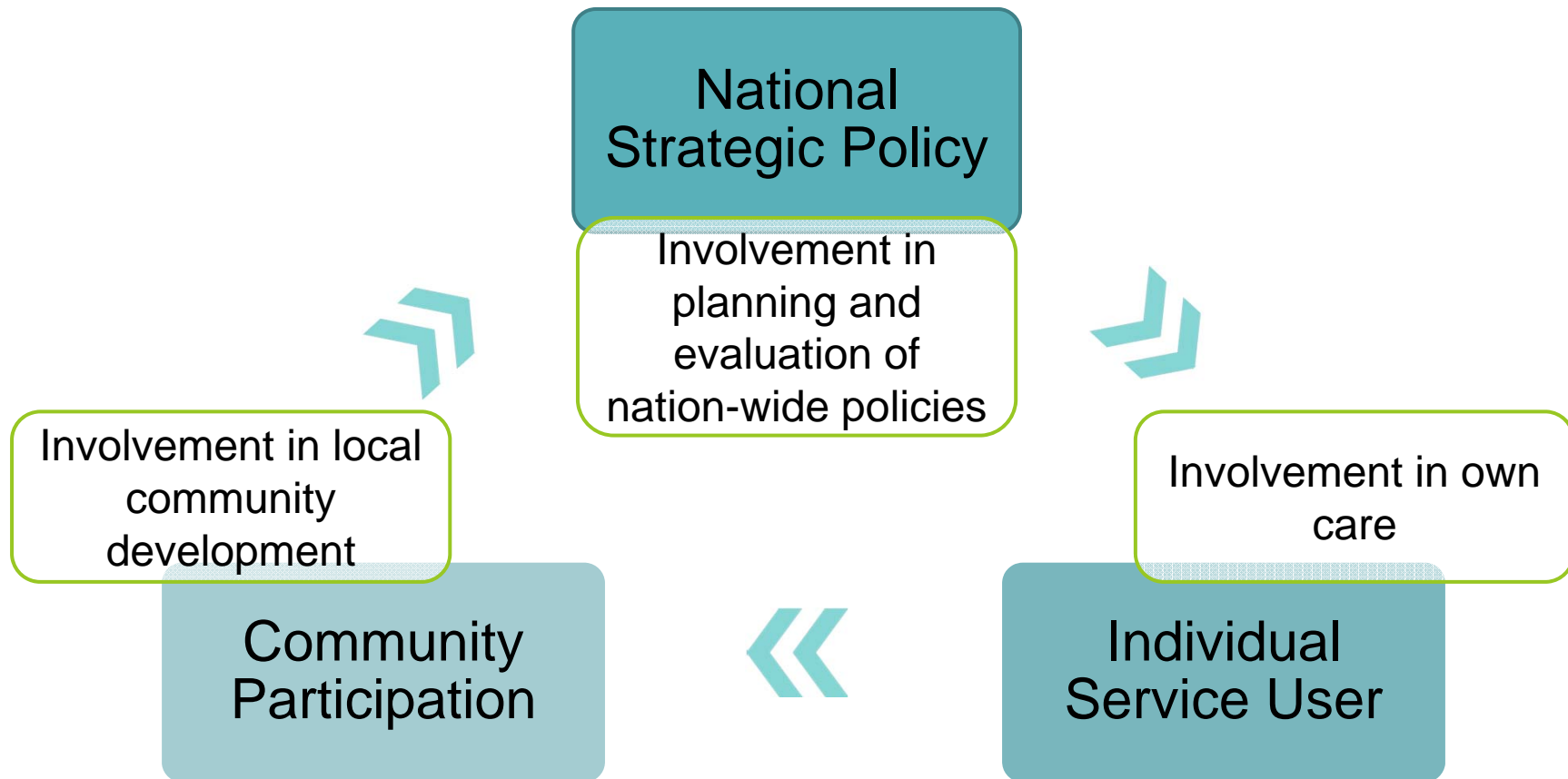
Shared Decision Making Model

Eight Dimensions of Patient-Centered Care

Person-Centered Practice Conceptual Framework

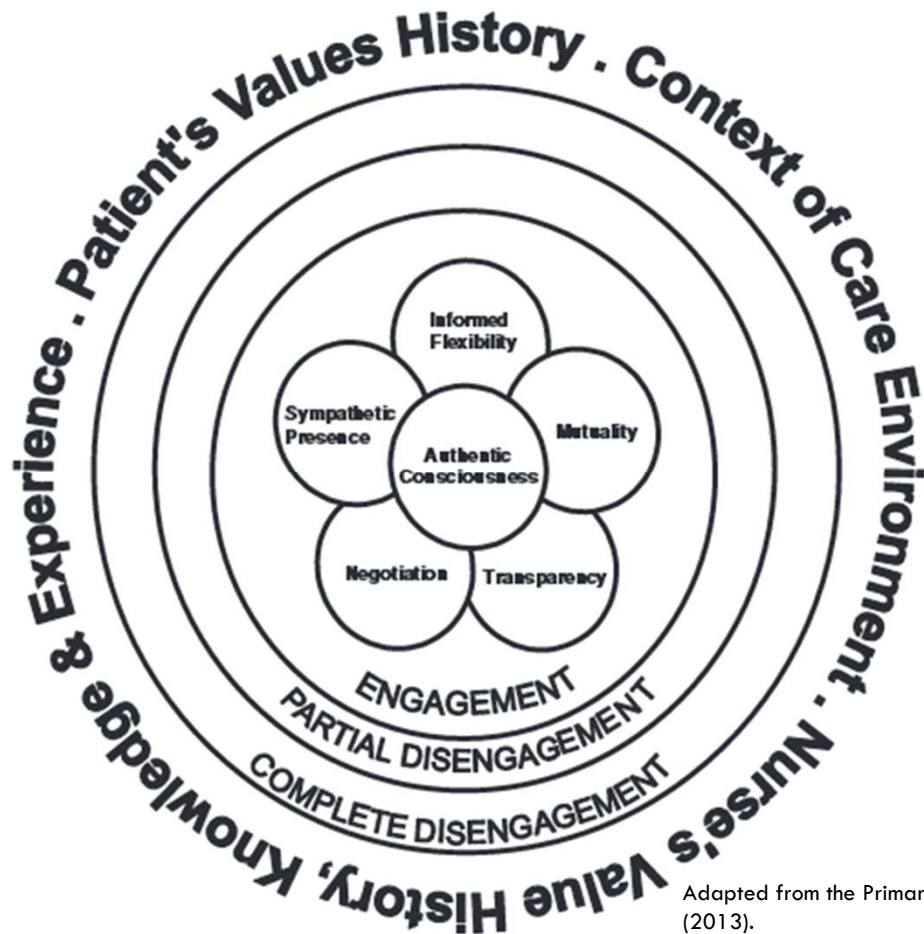
IMPACT Model

CONSUMER, CARER AND COMMUNITY ENGAGEMENT MODEL



Adapted from Consumer and carer participation policy – a framework for the Mental Health Sector, National Consumer And Carer Forum of Australia (2004).

PERSON-CENTERED PRACTICE CONCEPTUAL FRAMEWORK



Adapted from the Primary Health Care Framework for New Brunswick (2013).

SHARED DECISION MAKING

Information Exchange

- Two-way info exchange
- Roles in decision-making process defined

Deliberation

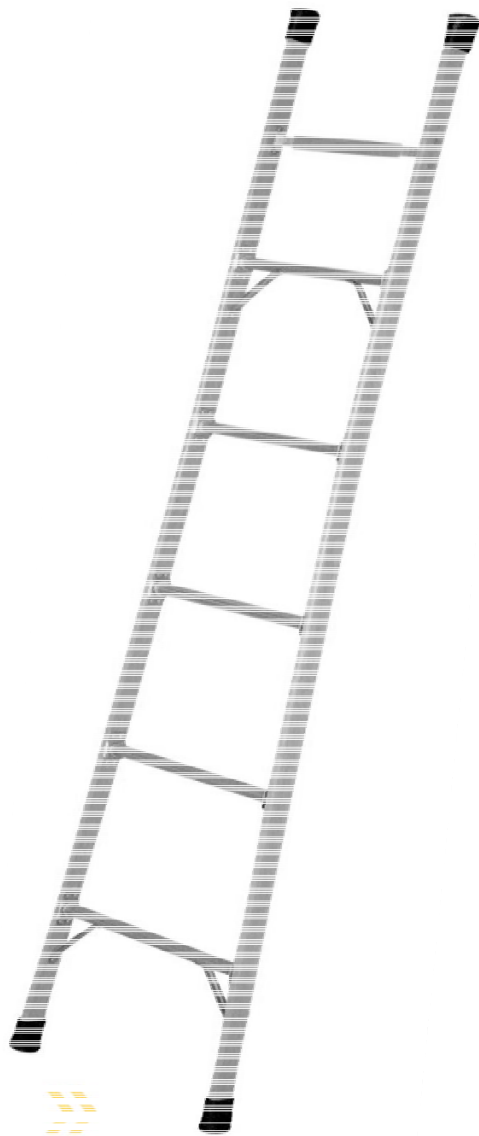
- Health care provider & patient discuss options together

Decision

- Health care provider & patient agree on treatment together

Adapted from the Primary Health Care Framework for New Brunswick (2013).

LADDER OF ENGAGEMENT



8	Control	} Degrees of power
7	Delegated power	
6	Partnership	
5	Placation	} Degrees of tokenism
4	Consultation	
3	Informing	
2	Therapy	} Non-participation
1	Manipulation	
0	No involvement	} No involvement

Adapted from Arnstein's ladder of engagement (1969).

COMMUNITY ENGAGEMENT

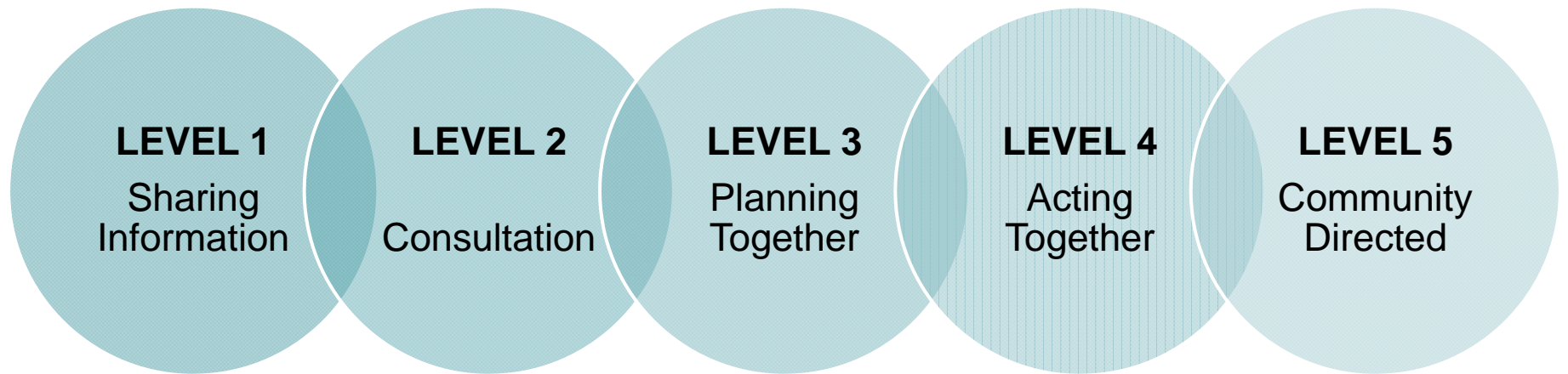


Adapted from the World Health Organization and from the International Association of Public Participation



» Has been used by health service providers and the Toronto Central LHIN

FSH COMMUNITY ENGAGEMENT MODEL



Less Empowering
Less Active Community Participation
Less Community Capacity
Often More Participants

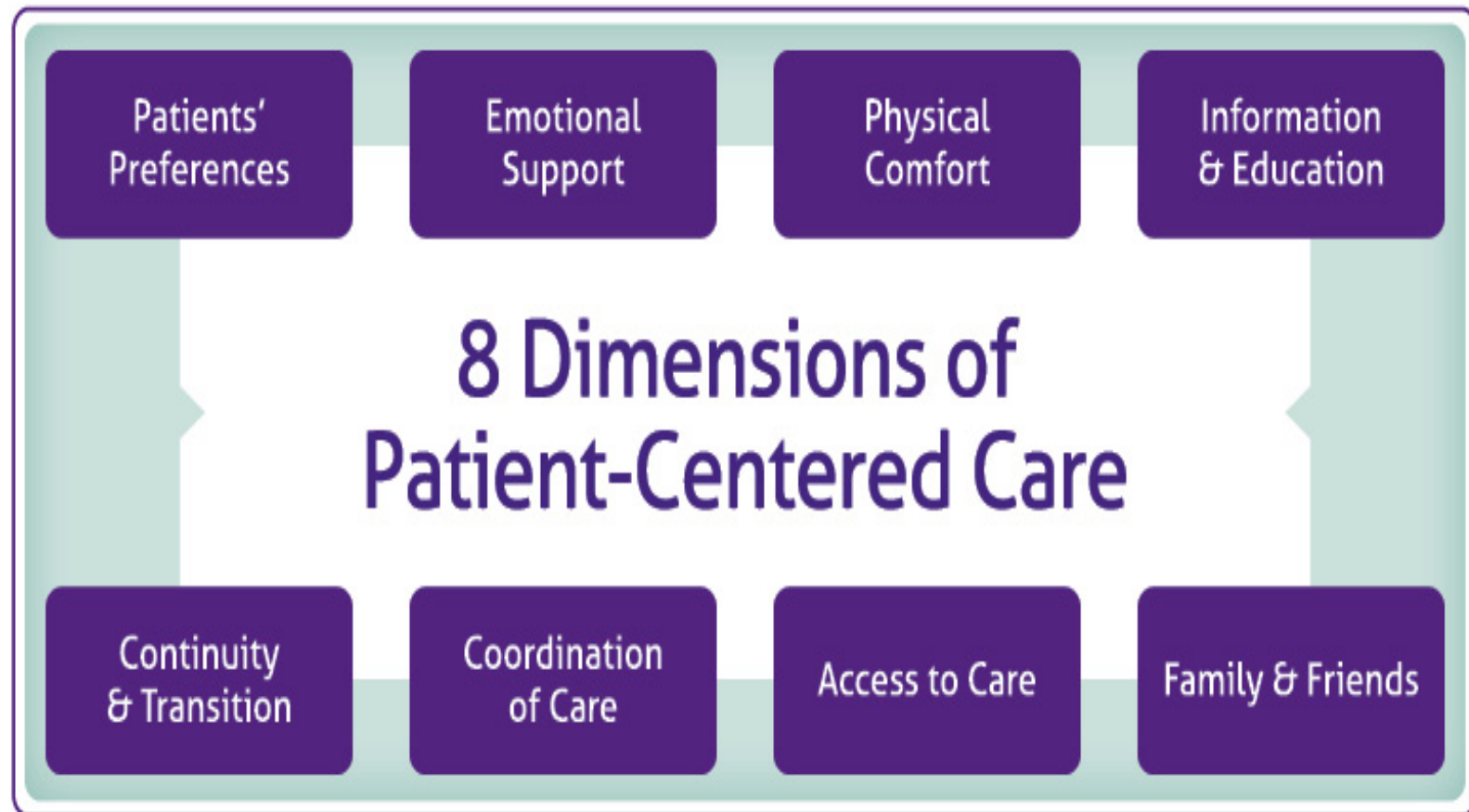
More Empowering
More Active Community Participation
More Community Capacity
Often Fewer Participants

Adapted from the Community Engagement Framework of the Manitoba Family Services and Housing (2008).

Has been used by Manitoba's Department of Family Services and Housing (FSH) since 2008



EIGHT DIMENSIONS OF PATIENT-CENTERED CARE



HEALTH CONSUMER CARER AND COMMUNITY ENGAGEMENT FRAMEWORK

