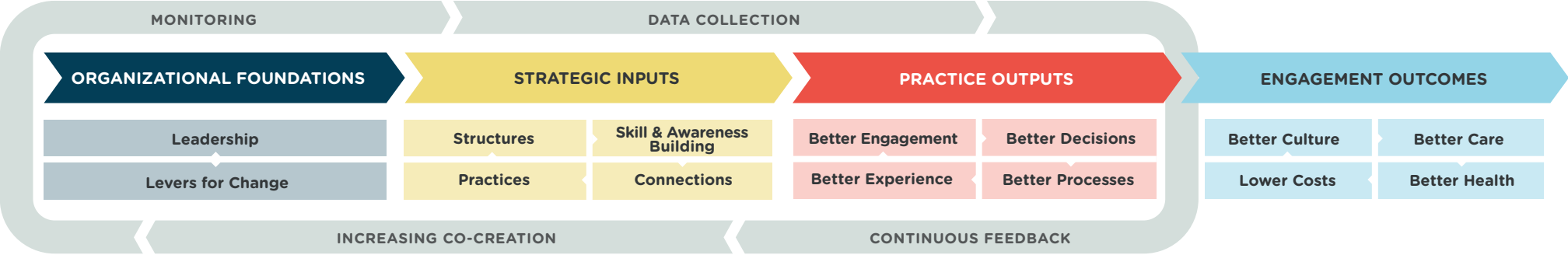


Patient and Family Engaged Care

A Guiding Framework



Leadership

- Commitment to change
- Leadership vision and behaviors aligned with PFEC
- PFEC as strategic priority

Levers for Change

- Assessment of current state
- Change champions
- Industry, business, policy and payer incentives for PFEC

Structures

- Shared governance
- Promoting transparency, visibility & inclusion among personnel and patients/families in design, improvement, and research activities
- Interdisciplinary and cross-sector teams
- Cross-continuum collaboration
- PFEC-aligned personnel management practices
- Built environment that facilitates PFEC

Skills and Awareness Building

- Training to expand partnership capabilities of healthcare personnel and patients/families
- Development, sharing, translation of research

Connections

- Connection of skill-building for personnel and patients/families
- Experiential learning
- Connection to purpose

Practices

- Promoting patient and family engagement
- Attending to the emotional, social and spiritual needs of patients/families and personnel
- Engaging patients/families in research activities

Better Engagement

- Patient/family activation
- Increased family presence
- Increased feelings of autonomy
- Reciprocal relationships

Better Decisions

- Improved health confidence
- Improved decision quality

Better Processes

- Improved care coordination
- Culture of safety

Better Experience

- Improved sleep
- Reduced stress
- Improved communication
- Decreased grievances and malpractice claims

Better Culture

- Joy in practice
- Inclusive culture
- Increased compassion
- Improved experience
- Improved staff retention
- Reduced burnout/stress

Better Care

- Care plans match patient goals
- Improved symptom management
- Improved safety
- Improved transitions
- Decreased readmissions
- Reduced disparities

Better Health

- Improved patient-defined outcomes
- Increased patient self-management
- Improved quality of life
- Reduced illness burden

Lower Costs

- Appropriate utilization and length of stay
- Improved efficiency
- Appropriate spending
- Better value for patients and families

NOTE: linear placement of each element of the framework is not meant to suggest order or hierarchy