

This tip sheet will support you to plan your engagement with patients and families for the purpose of organizational decision-making.

<p>Patient Engagement in organizational decision making is...</p> <ul style="list-style-type: none"> an intentional strategic approach used to give patients and families a voice in the design, delivery and evaluation of their care. 	<p>We engage when...</p> <ul style="list-style-type: none"> there are decisions to be made the time and resources to do so are available.
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Steps to planning engagement

(Adapted from IAP2 Five steps to public participation planning and B.C. MoH Patient, Public and Stakeholder Engagement Framework)

1 COMMIT TO ENGAGEMENT

- Discuss your idea with your leadership team and establish your engagement team.
- Develop a decision statement on what decision is being made, who will make the decision, and when.
- Assess your readiness and capacity to engage (e.g. who has skills and experience with engagement? Which staff have time? What is your budget?)
- Complete the online module [Orientation to Patient and Family Engagement](#)

2 SELECT THE LEVEL OF ENGAGEMENT

- Determine the scope of the engagement, what the Partners can influence and what they cannot influence.
- Select the level of engagement from the Spectrum of Public Participation.

Spectrum of Public Participation

————— INCREASING LEVEL OF INFLUENCE IN THE DECISION —————>

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Definition	To give information	To get feedback	To understand	To work together	To give power to
Example Techniques	Fact sheet Web site	Survey Focus group	Conversation Dialogue	Committee Working group	Referendum Delegated decision
Promise	We will keep you informed.	We will listen to and acknowledge your concerns.	We will ensure that your concerns and goals are reflected in the decision.	We will incorporate your advice and recommendations into the decision as much as possible.	We will do what the group decides.

3 DEFINE THE DECISION-MAKING PROCESS AND COMMUNICATION PLAN

- Ensure the engagement team has a shared understanding of how Partners will influence the decision.
- Develop a Terms of Reference if the engagement involves joining a commitment.
- Use [engagement methods](#) that fit with the level of engagement.
- Develop a communication plan for reporting back to Partners about how their input affected the decision.

When you have your engagement plan and are ready to engage Patient or Family Partners, send your request for Partners to the Patient Experience Program. The request form and process of finding Partners can be found in the [Pathway to Finding a Patient or Family Partner](#).

Helpful Resources:

BC Cancer, Tip sheet: Engagement Methods, revised July 2019.

http://2pod.phsa.ca/quality-safety/patient/engagement/Documents/TipSheet_EngagementMethods.pdf

BC Cancer, Pathway to Finding a Patient or Family Partner (n.d.).

http://www.bccancer.bc.ca/about-site/Documents/PFE_PathwayToFindingAPatientOrFamilyPartner.pdf

B.C. Patients as Partners Patient, Family, Caregiver and Public Engagement Planning Guide 2018.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/health-care-partners/patients-as-partners/engagement-planning-guide.pdf>

Health PEI, Engagement Toolkit, revised May 2016.

https://src.healthpei.ca/sites/src.healthpei.ca/files/srcForms/engagement_toolkit.pdf

International Association for Public Participation (n.d.). IAP2 Spectrum of Public Participation.

https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/Spectrum_8.5x11_Print.pdf

Patient Voices Network, Workshop Companion, Demystifying Authentic Patient Engagement (n.d.)

<https://patientvoicesbc.ca/wp-content/uploads/2018/09/PVNTipsBaltimore.pdf>

Learning Hub. Orientation to Patient and Family Engagement, revised August 2018.

<https://learninghub.phsa.ca/Courses/8160/orientation-to-patient-and-family-engagement>