Top 5 Frequently Asked Questions on Patient and Family Engagement

How do I engage Patients and Family Partners?

1. **Plan** for submitting a request for Partners. See tip sheet on Planning Engagement.
2. **Review** tip sheet on Best Practices for Successful Engagement and other helpful resources on the Patient Experience website.
3. **Participate** in a 30 minute matching phone meeting. See tip sheet on Matching Partners.

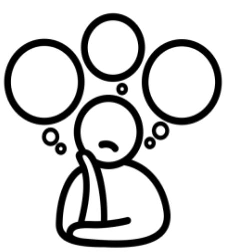
What is the purpose of the matching meeting?

1. **Clarify goals, expectations and roles** in the engagement.
2. **Assess collaboratively** the Partners' fit with the engagement.
3. **Agree on safety, privacy and confidentiality** of Partners and staff in the engagement.

How soon can I begin working with Partners in my project?

As soon as you have participated in the matching meeting. The partnership may be deferred if the Partners and you require more time to consider the match. See timeline below.

Current month		Next month		
Week 3	Week 4	Week 1	Week 2	Week 3
Submit request by 3rd week for review	Respond to reviewer's comment and finalize request	Request posted in monthly Partners newsletter	Receive update from reviewer on potential Partners	Meet Partners in a matching phone meeting



How do I manage Partners' feedback that is outside the scope of the engagement?

1. **Acknowledge** the Partners' sharing of their perspectives.
2. **Recap** the focus and goals of the engagement initiative.
3. **Ask** the Partners to contact the appropriate staff outlined in the Sharing your comments at BC Cancer tip sheet.

What is the purpose of the engagement evaluation?

1. **Identify strengths and concerns** for prompt follow-up through regular check-ins.
2. **Contribute to evidence** for meeting accreditation standards and for quality improvement.