

ILPQC Patient and Family Engagement toolkit and webinar series

The following is a three page excerpt of the ILPQC Patient and Family Engagement Toolkit to help hospital teams engage patients and/or community members to provide input on quality improvement efforts.

Please use the first QR code below to review the full website/resource related this excerpt.



Please use the second QR code below to view the recordings from the ILPQC Patient and Family Engagement webinar series with LaToshia Rouse. The QR code will take you to a protected ILPQC webpage where you will enter the password: **ILPQCPFE2021** to view the recordings.



Patient and Family Engagement Toolkit



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Getting Started: Engaging Patients & Families in Quality Improvement

- Identify champions, key players, and roles for your **Patient & Family Engagement Plan**. Engage relevant hospital administrative staff and make the case for engaging patients and families in your quality improvement work. **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part I: Making the Case, **Council on Patient Safety in Women's Health Care: 'Voices of Impact' video series**
- Identify your hospital's resources and build on what already exists to help develop your **Patient & Family Engagement Plan** (volunteer services for confidentiality forms, orientation & training, discharge processes, prenatal classes). **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part II: Assessing Your Hospital's Readiness
- If you do not already have one, prepare for putting together your **Patient Advisory Council**. Engage any current patient volunteers in the process and schedule regular Patient Advisory Council meetings to develop a communication plan. **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part II: Assessing Your Hospital's Readiness, Part III: Recruiting and Engaging Patient Advisors
- Put your Patient & Family Advisor recruitment and engagement **plan into action**. If you have Patient and Family Advisors already, engage them in reviewing communications and orientation materials. Work with your hospital's volunteer program to on-board and orient new Patient and Family Advisors. **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part III: Recruiting and Engaging Patient Advisors
- Complete the **Overcoming Barriers: A Solutions-Based Action Plan** worksheet. This worksheet will help teams understand current barriers and opportunities for getting started with your Patient & Family Engagement Plan. There are no right answers! It's ok to start with lots of opportunities for improvement! **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part IV: Implementing Your Plan
- Diagram your **process flow**. This will help your team describe your hospital's process for engaging patients and families in QI work. **Resource(s)**: ILPQC Patient and Family Engagement Toolkit Part III: Implementing Your Plan, **The Point of Care Foundation: Using patient experience for improvement**, **The Point of Care Foundation: Experience-based co-design toolkit**, **Pharmacy Quality Alliance: The Patient Engagement in Quality Measurement Rubric**
- Reach out to ILPQC for help (info@ilpqc.org) and celebrate your successes with your team early and often.