

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.