



# PATIENT ENGAGEMENT FRAMEWORK

## Patients: At the heart of everything we do.

Patient engagement means valuing the insight and lived experience of patients, their family members and caregivers. The goal of patient engagement is to improve outcomes and experiences.

### We engage patients to enhance:

- Personal care and health decisions
- Quality and delivery of patient care
- Design and delivery of research
- Knowledge and information exchange

### We are guided by:



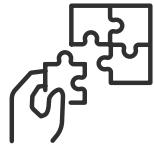
Respect



Partnership



Equity



Participation



Learning

## We use a mix of partnering approaches:

- **Share:** Provide easy-to-understand health information
- **Consult:** Receive feedback on a health issue (for example, policy or decision)
- **Deliberate:** Discuss an issue and explore solutions
- **Collaborate:** Partner to address an issue and apply solutions

### In practice, this includes:

|   |  |
|---|--|
| <b>Personal care and health decisions</b>   | <b>Patients are:</b> <ul style="list-style-type: none"><li>• Recognized as integral members of their health care team at all stages</li><li>• Given information and tools to help them understand their condition</li><li>• Invited to ask questions, consider options and make informed decisions about their care</li><li>• Supported with respectful and compassionate care</li></ul> |
| <b>Quality and delivery of patient care</b> | <b>Patients can:</b> <ul style="list-style-type: none"><li>• Offer comments about their experience while receiving care</li><li>• Share ideas and insights about their lived experience with cardiac disease and care to improve future care for all patients</li><li>• Influence design, planning, and priorities for improvements in clinical services for patients</li></ul>          |
| <b>Design and delivery of research</b>      | <b>Patients can:</b> <ul style="list-style-type: none"><li>• Influence priorities for research based on patient needs and lived experiences</li><li>• Contribute to research designs that reflect the services and outcomes important to patients</li><li>• Participate in communicating research results</li></ul>  |
| <b>Knowledge and information exchange</b>   | <b>Patients can:</b> <ul style="list-style-type: none"><li>• Help guide the design and content of educational material targeted to patients or family and caregivers</li><li>• Help study teams translate results into patient-serving knowledge and actions</li><li>• Facilitate information sessions for other patients</li></ul>  |

### Foundations for patient engagement at the Heart Institute

- [Health Quality Ontario Patient Partnering Framework](#)
- [Canadian Institutes of Health Research Strategy for Patient Oriented Research \(SPOR\)](#)

### Let's work together: Become a patient partner

Patient partners work alongside staff, researchers and physicians on projects to improve the way we provide care or do research. If you want to learn more about becoming a patient partner, please visit our website and consider signing up. Once you sign up, you may be matched with a clinical or research project. If an opportunity becomes available that reflects your interests and experience, the team will contact you and tell you about the opportunity. Then, you will decide whether to become involved.

[ottawaheart.ca/patient-partner](http://ottawaheart.ca/patient-partner)