EXHIBIT 1

A Multidimensional Framework for Patient and Family Engagement in Health and Health Care

Levels of engagement

- Direct care
  - Consultation: Patients receive information about a diagnosis
  - Involvement: Patients are asked about their preferences in treatment plan
  - Partnership and shared leadership: Treatment decisions are made based on patients' preferences, medical evidence, and clinical judgment

Organizational design and governance

- Consultation: Organization surveys patients about their care experiences
- Involvement: Hospital involves patients as advisers or advisory council members
- Partnership and shared leadership: Patients co-lead hospital safety and quality improvement committees

Policy making

- Consultation: Public agency conducts focus groups with patients to ask opinions about a health care issue
- Involvement: Patients' recommendations about research priorities are used by public agency to make funding decisions
- Partnership and shared leadership: Patients have equal representation on agency committee that makes decisions about how to allocate resources to health programs

Factors influencing engagement:
- Patient (beliefs about patient role, health literacy, education)
- Organization (policies and practices, culture)
- Society (social norms, regulations, policy)


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