



PATIENTS / PATIENT ENGAGEMENT



ACTION STEPS



WHAT?

Engaging patients in their own care and treatment decisions.

WHY?

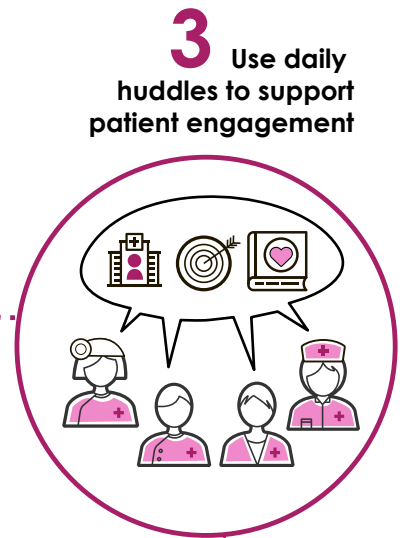
Patient participation in decision-making and self-care improves health care quality and outcomes, while also lowering costs.



1 Identify a patient engagement lead



2 Establish patient engagement metrics



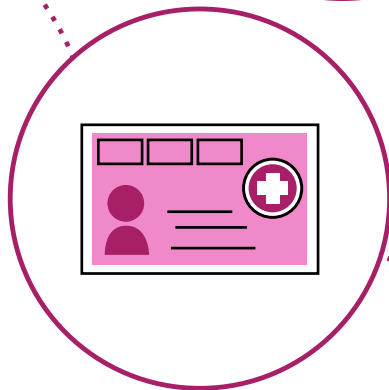
3 Use daily huddles to support patient engagement



5 Provide a written care plan or visit summary



4 Enhance patient communication skills



6 Use patient decision aids



7 Train staff in patient engagement

● Infrastructure ● Care Delivery ● People