



PATIENT ENGAGEMENT IN QUALITY IMPROVEMENT

Learning Session 3
September 2017

- “The obedience of a patient to the prescriptions of his physician should be prompt and implicit. He should never permit his own crude opinions as to their fitness, to influence his attention to them”

- “Patients may accept or refuse any recommended medical treatment”

- American Medical Association **1990**



*"When we want your opinion,
we'll give it to you."*

- A Health System that.....

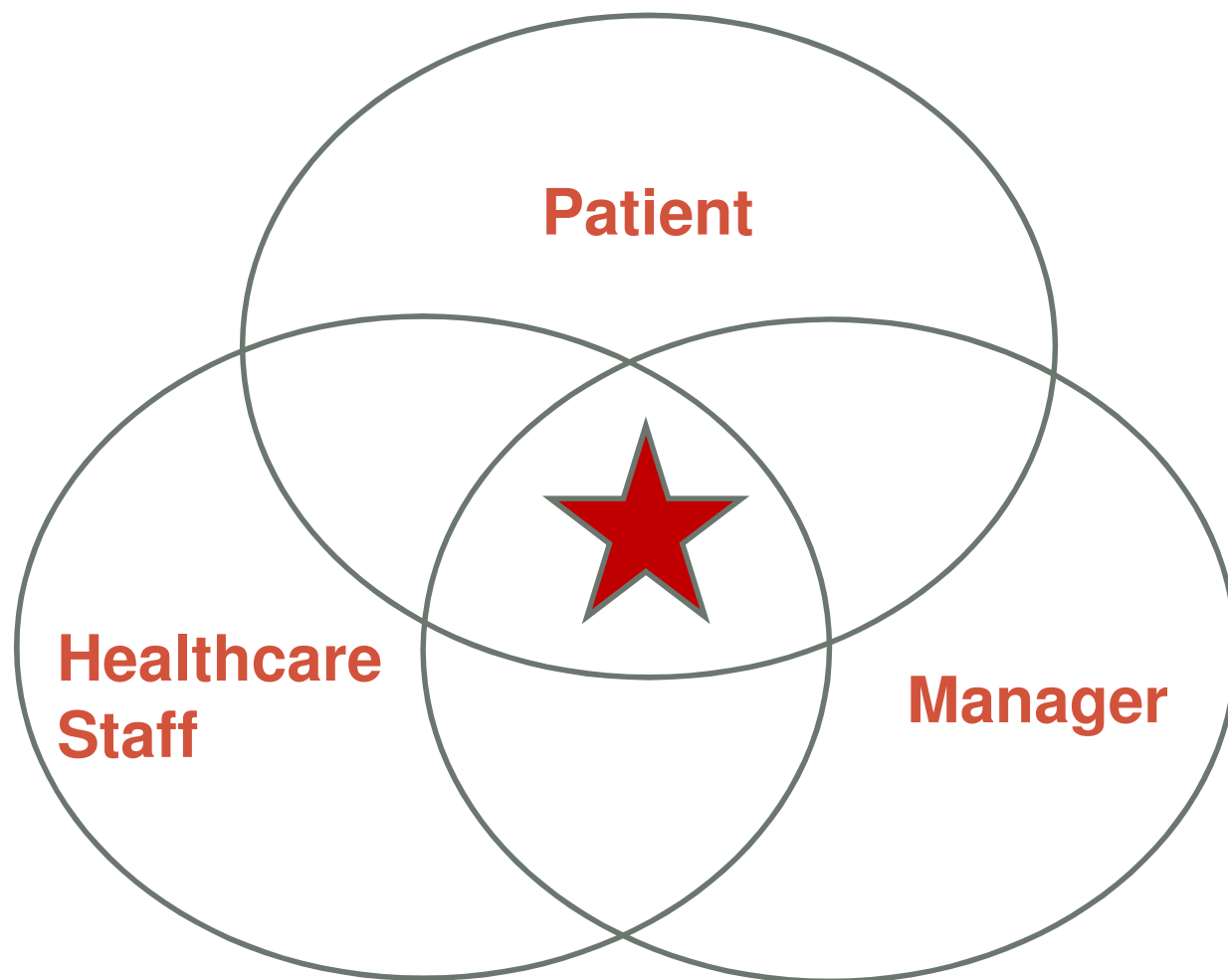
Encourages you to have your say, listens to you, and ensures that your views are taken into account

- Quality and Farness: A Health System for You **2001**

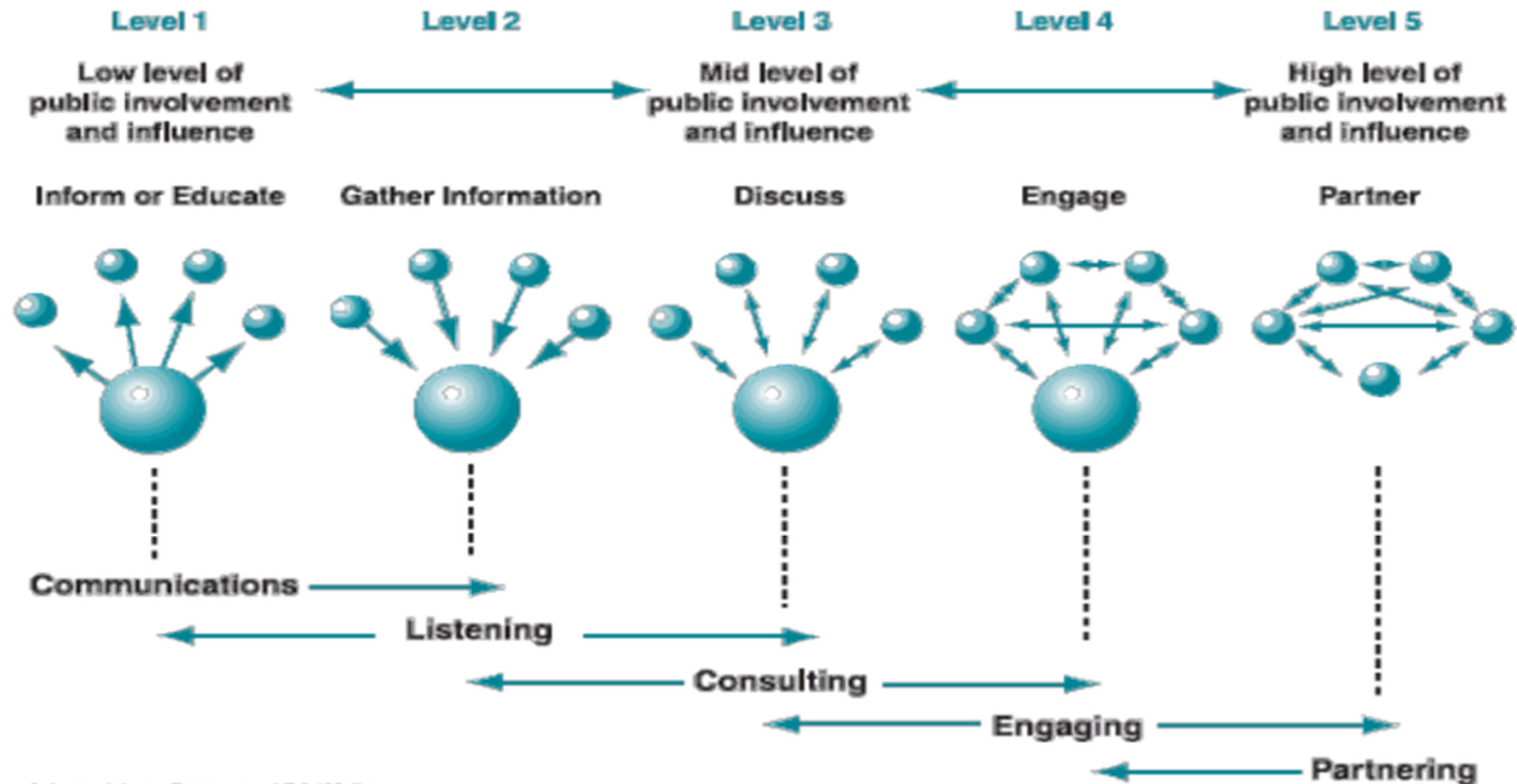
Framework for Improving Quality in our Health Service



(HSE / Quality Improvement Division 2016)



How to engage Patients & Families



Health Canada's Public Involvement Continuum

How to engage Patients & Families

Communicating: Patient Information Leaflets

- What causes pressure ulcers / How to prevent pressure ulcers
- Resources & Supports available (websites etc.)

Listening/Consulting: Session at Bedside

- “What does having a Pressure Ulcer mean to you”
- “Have you any suggestions regarding your pressure ulcer prevention care”

How to engage Patients & Families

- **Consulting/Engaging:** Patient Forums
 - Speciality level / Directorate Level / Hospital Wide
- **Partnering:** Membership of Governance/Leadership team
 - Hospital / Group / National Level
- **Patient suggestions on how to become more engaged**

WHY

Video

