

Patient Engagement Strategy Development

This worksheet is designed to help your team create a strategy for engaging patients to inform the area your team identifies for enhancement from patient input.

1. What is one area related to PHMI and your Population of Focus that could be enhanced by patient input?	
2. Can you describe which aspects of your interest area are in- and out-of-scope for being shaped patient input? For example, if there are budgetary or EMR constraints, acknowledge those obstacles up front to avoid collecting patient input that you can't implement.	3. What aspect of patient experience in this area do you most want to learn about?
4. Which patients do you need input from to gain insight in this area?	

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5. What questions do you need to ask patients to learn about their experience?

6. Think about the questions you want to answer and the patients you want to reach. Which method do you think will be most effective to reach those patients with your questions? Some options include:

- a. Patient Advisory Council
- b. Focus groups
- c. Interviews
- d. Survey
- e. Observation

7. How many patients do you want to reach?

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8. How might you design your patient engagement approach to reach patients with additional barriers to participation, such as differences in language or physical ability?

9. Who will lead your efforts to get patient input?

10. How will you share your results from engaging with patients internally?

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11. How might you share information about process improvement back with patients who provided input?

12. How might you make this patient engagement strategy a recurring practice?