<table>
<thead>
<tr>
<th>Engagement Categories</th>
<th>Definition and Methods</th>
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| PARTNER               | Patients are full participants  
Examples: members of a team, governance boards, and improvement initiative work groups. |
| INVOLVE               | Patients are advisors  
Examples: ongoing Patient Feedback Panels, Patient Advisory Councils, and non-voting participation in patient safety rounds. |
| DISCUSS               | Patients are in dialog with providers and clinic staff  
Examples: focus group or interviews. |
| GATHER                | Patients are informers.  
Examples: surveys, cycle time, and suggestion boxes. |
| INFORM/EDUCATE        | Patients are recipients of information and education  
Examples: brochures, health information posters, and electronic health records. |

- Continuum
- All valuable
- Different methods meet different needs
- Mix and match
- Consider each stage of QI