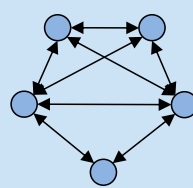
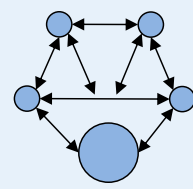
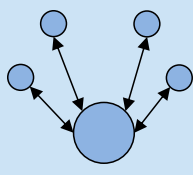
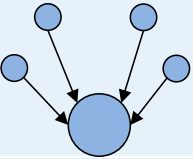
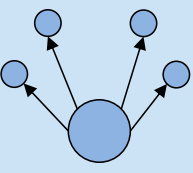


CATEGORIES OF PATIENT ENGAGEMENT

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

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