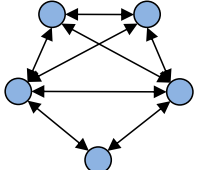
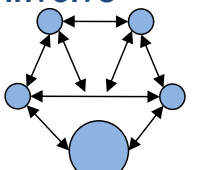
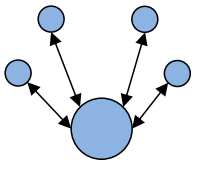
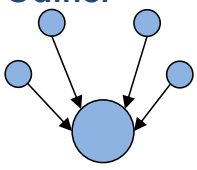
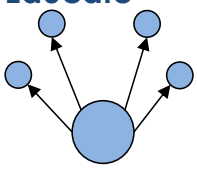


**Worksheet:**

Engagement Category	QI Examples	Methods – Which shall you use? (Circle)	What QI activities would benefit from this engagement?
<p><b>Partner</b></p> 	<ul style="list-style-type: none"> <li>• Include patients as full members of teams, work groups and redesign management committees</li> <li>• Patients fully engaged from the start</li> </ul>	<ul style="list-style-type: none"> <li>• Patients participate fully with teams: help plan meetings and agendas identify aims, craft interventions and as liaisons with other patients</li> </ul>	
<p><b>Involve</b></p> 	<ul style="list-style-type: none"> <li>• Patients engaged throughout QI process as <i>advisors</i></li> <li>• Patients provided enough info about clinic challenges to propose and weigh solutions</li> </ul>	<ul style="list-style-type: none"> <li>• On-going patient feedback panels</li> <li>• Patients are occasional invitees to team meetings</li> </ul>	
<p><b>Discuss</b></p> 	<ul style="list-style-type: none"> <li>• Talk with patients about care processes, seek clarification of feedback</li> <li>• Solicit and share improvement aim ideas</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted meetings to clarify patient input</li> <li>• One-time focus grp</li> <li>• 1:1 interviews (by phone or in person)</li> <li>• Informal waiting room discussions</li> </ul>	
<p><b>Gather</b></p> 	<ul style="list-style-type: none"> <li>• Gathering information from patients to inform decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Questionnaires</li> <li>• Cycle time</li> <li>• Penless surveys</li> <li>• Suggestion boxes</li> <li>• Patient E-record</li> </ul>	
<p><b>Inform/Educate</b></p> 	<ul style="list-style-type: none"> <li>• Sharing information about a specific improvement effort</li> <li>• Explaining new care processes to patients</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Visibility wall</li> <li>• Newsletter, Brochure</li> <li>• Website</li> <li>• Patient E-record</li> <li>• Mail/Email</li> <li>• Posters in clinics</li> </ul>	