



SHOULD I ENGAGE WITH PATIENT & FAMILY PARTNERS?

A DECISION TOOL



Should I engage patients and/or families?

- What problem needs to be solved or decision needs to be made?
- Has a decision already been made?
- What do I hope the patient perspective will bring to my project?
- Will engagement support better decision-making?

NO

Do not engage but inform patients and/or families of the decision

YES

Secure the necessary resources!

Talk to the Patient Experience & Community Engagement Team

Do I have the time and resources to engage patients and/or families?

- How quickly does the decision need to be made?
- Do I have a budget to compensate and reimburse patient partners?
- Do I have the staff needed to orient, support, and follow up with patient partners throughout the process?

NO



YES

Do I know when I should engage patients and/or families?

- At what points during the process will there be opportunities for patient partners to be involved?
- What parts of the project are most interesting or relevant to the patient partners?

NO

Determine the best timing

Talk to the Patient Experience & Community Engagement Team

YES

Can patients and/or families contribute in a meaningful way?

- What will be the role of the patient partner, and what will I do with their input?
- Can I accommodate their preferred methods for engagement? (in-person meetings, TC, VC, phone calls)

NO

Design an equitable engagement!

Talk to the Patient Experience & Community Engagement Team

YES

Ready to engage!

Reach out to engage_bcmhsus@phsa.ca for support