



Principles for Authentic Engagement

Meaningful patient and public engagement doesn't happen by accident - it takes deliberate effort and a commitment to remain open and collaborative throughout the process. To help guide you in these efforts, please consider the following Principles of Authentic Engagement and ask yourself whether you are including patients in a way that is of value to you, to them, and to our health care system.

1. People affected by a decision are involved in the process.

Acknowledge that it is important for patients, families and caregivers to have their voices and opinions heard when there is a decision to be made that will impact them in some way.

2. The engagement organizer promises that the patients' input will contribute to the outcome.

Engage patients at a point where their input can influence the work and communicate early in the process around how this input will be used.

3. Long-lasting and sustainable decisions recognize the needs and interests of all parties.

Engage patients in the work from the earliest stages of improvement so you can see where you need to go to achieve a mutually agreeable solution that will best serve everyone's needs. The goal should be to find solutions and improvements that will be supported both now and into the future.

4. Every effort will be made to ensure that all perspectives are sought out and invited to participate.

Be comfortable hearing from a diverse range of voices – even if they are not in agreement with what you want to see. This helps establish a mutually agreeable and widely supported decision.

5. Patient Partners' inputs are sought out in designing their participation in the initiative

Once a health care partner is clear on the engagement objective, and decision points in the initiative where influence from patient partners is possible, it is good practice to create and/or review the proposed engagement activities with patient partners and modify the approach based on their suggestions where feasible.

PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.



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6. All participants are supported and provided with the necessary information to ensure that they can participate fully right away.

Do not assume that patients are already well-versed in the technical aspects of health care. While they bring unique perspectives to the work, care should be taken to ensure that they are given enough support and information so that they can participate in a meaningful way.

7. Patients and other participants are kept updated throughout the process about how their input is/has shaped the final decision.

Ensure that patients who are invited into your work receive regular updates on how the decision is progressing and how their input and expertise is used. Closing the loop in a timely manner helps demonstrate the value of their contributions and the likelihood of patients giving their time in the future.

Have questions or need more support? The council is available to support you. You can reach us at pvn@bcpsqc.ca or 1.877.282.1919

Source: Adapted from The International Association of Public Participation (www.iap2.org) "IAP2 Core Values for the Practice of Public Participation" (https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/2017_core_values-24x36_iap2_.pdf)

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