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### What do Patients want?

- Fast access to a reliable health services
- Effective treatment delivered by professionals
- Participation in decisions and respect
- Clear, comprehensive information and support for self care
- Continuity of care
- Empathy

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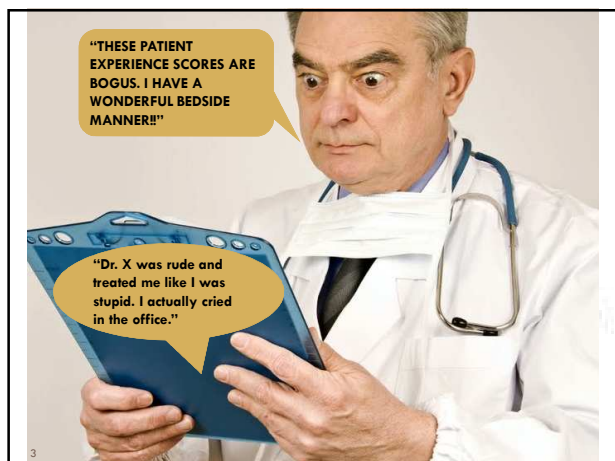
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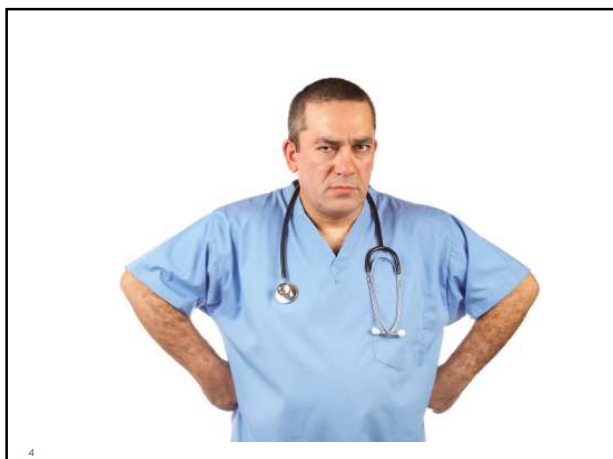
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### The National Picture



- The Affordable Care Act

Value = Quality / Cost

- CMS uses the CAHPS surveys for standardization of patient experience



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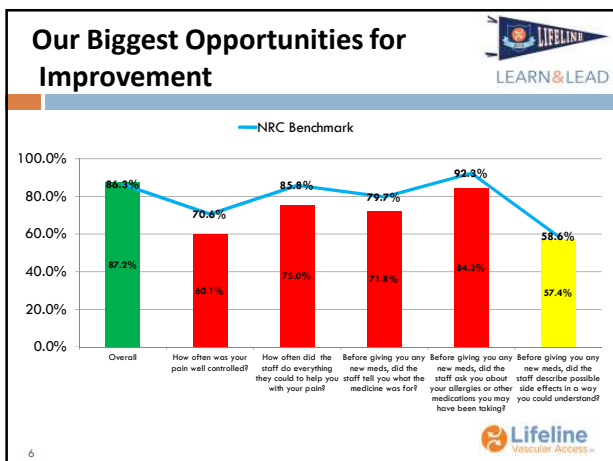
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### What is Patient Engagement?



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- Patient engagement is a connection between patient, caregiver and health care provider.
- An empathetic and trusted relationship forms and mutual respect is fostered.



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### Patient Engagement



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- Patients and their families are empowered and they are active in health care decisions.
- When patients recognize the need to be in charge of their health, patient engagement evolves.



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## Patient Engagement



- Patients and consumers have a choice to be an active participant in their health care.
- Those patients and consumers who choose to be actively involved and in charge of their health work together with their health care providers to successfully reach their health goals and needs.




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## Engage with Empathy, Collaboration and Communication



- Empathy- **em·pa·thy**
- Definition:  
understanding of another's feelings: the ability to identify with and understand somebody else's feelings or difficulties




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## Empathy



- With empathy we can connect, engage and empower our patients.
- Empathy allows us to understand what patients are experiencing.
- By acknowledging their emotional state and listening attentively, we can engage our patients and empower them to be proactive and in charge of their health care.




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### Collaborate



- Developing a partnership between the patient and the provider is paramount.
- Share information with patients so they have the knowledge to engage in decision-making.
- Make the patient a part of the center's care team.




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### Communicate and Listen



- Listening is an extremely important skill, and understanding patients' needs are critical.
- Communicating with patients in simple language is essential.
- Listening makes patients feel valued. Once valued, they feel a part of the care team and want to become more engaged.




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### Communicate and Listen



- Patients are the center and the most valuable member of the team.
- We need to involve them in their care and understand that they are the integral part of the health care team.
- We need to encourage them to be a proponent of their own health care.




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## Communicate and Listen



- Patients may feel uneasy asking questions. Center staff need to make them understand there is no wrong question to ask.
- Providers need to reassure patients and encourage them to learn about their healthcare plan.
- An educated patient is an empowered and engaged patient.




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## How Do We Engage Patients?



- Facilities need to establish the role of the patient on the healthcare team.
- Patients need to become empowered by a sense of control over their own health.
- Patients need to be educated about how they can benefit from engaging with the staff and participating in their own care.




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## Engagement Strategies



- Assess your facility's current level of patient engagement.
- Educate patients about the opportunities to engage in their own healthcare decisions at the facility.
- Define the parameters for patient engagement in facility activities and set goals.




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## Engagement Strategies



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- Listen to what the patients have to say about issues that affect their lives while they are at the facility.
- Implement change to meet the needs of the patients.





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## Engagement Strategies



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- Create a Patient Representative who will attend a few minutes of your monthly QI meetings.
- Allow Patient Representative to bring issues up during the QI meeting that impact on the satisfaction of patients at the facility.
- Take this information and create positive change. Don't dismiss the patient input but rather use it to create a cooperative environment.
- Or use the results of Patient surveys to improve engagement



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## Engagement Strategies



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**"To move from a health care system that primarily treats the sick in America to one that actively promotes wellness in America...first listen to patients....They will be our guides in designing a health care system that supports meaningful patient partnerships and true patient-centered care."**





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