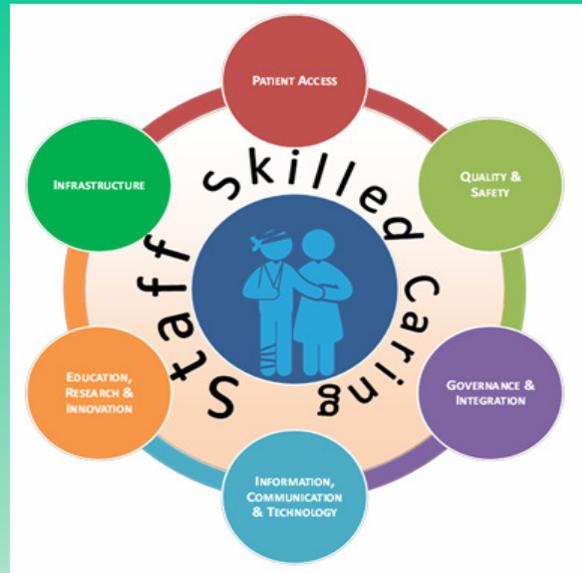


- Be nominated to work with a Team or Committee to progress Patient Engagement initiatives

- Attend 4-5 meetings per year

Patient Engagement Skills

- Respectful of other and their perspectives
- Comfortable speaking in a group and working with others
- Good listener
- Able to see beyond their own experience
- Non judgemental
- Able to work collaboratively with other families and health care providers
- Interested in expanding their knowledge and skills
- Committed to helping bring about meaningful change



For additional information please contact:
 The Quality & Safety Department
 Sligo University Hospital
 Saolta University Health Care Group

Tel: +353 (0)71-9171111, Ext: 2609/4210

Mission Statement

Sligo University Hospital is committed to the delivery of a high quality, patient centred service in a safe, equitable and efficient manner.

We recognise and value the contribution of each staff member and endeavour to support them in their ongoing development.



Patient Engagement Forum Information Leaflet



Introduction

The Patient Engagement Forum is an opportunity to create a new way of working where the focus is on the “we” and not on patients, the system or providers. Through engagement, the expertise and experience of patients, families and staff can all be heard and acted on.

Background

Patient and family centred care is a model of working to enable hospitals to develop effective partnerships with patients and family members with the ultimate goal of improving hospital quality and safety.

Aim—What do we want to achieve with Patient and Family Engagement?

Sligo University Hospital will achieve continuing improvement through securing meaningful patient engagement in service delivery from the bedside to the management table.

The aim of working with patients and families is to bring the perspectives and lived experiences of patients and families directly into the planning, delivery and evaluation of care.

What does Patient and Family Engagement look like?

- ▶ Mutual respect for skills and knowledge
- ▶ Honest, timely and clear communication
- ▶ Understanding and empathy
- ▶ Mutually agreed upon goals
- ▶ Shared planning and decision making
- ▶ Open two-way sharing of information
- ▶ Accessibility and responsiveness
- ▶ Joint evaluation of progress and successes
- ▶ Absence of labelling and blaming.

Objectives

The objectives of the Patient Engagement Forum are:

- To further promote a strong patient engagement culture throughout SUH.
- To improve the quality of services by making them responsive to the needs and preferences of patients and the public.
- To continue to develop a participative structure where patient views and opinions are listened to and valued.

- To give advice and input into the Action Plan from the National Patient Experience Survey.
- To support education and practice development relating to patient experience and engagement through involvement in specific sub committees, as required.
- To provide guidance and advice on developing a caring and compassionate service.

Patient Engagement Role

A Patient Engagement member is an individual who experienced care in the healthcare system (as a patient, family member or caregiver) and who, as a part of a patient group, engages in shaping decisions, policies and practices in the hospital.

In this role, you can expect to:

- Have hospital processes and terms explained to you as needed for clarification.
- Be listened to and respected for your insight and suggestions.
- Attend an orientation meeting, receive relevant to the role.