

INTRODUCTION

Patient Engagement 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 Centered 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?

Mayo University Hospital will achieve excellence through securing meaningful patient engagement in service delivery from the bed side to the management table.

The aim of working with Patient and Families as Experience Advisors 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

IMPACT

Bring important perspectives about the experience of care;

- Teach staff how the system really works from patient perspective
- Inspire and energise staff
- Keep staff grounded in reality
- Provide timely feedback and ideas
- Lessen the burden on staff to fix all problems
- Develop connections with the community
- Offer an opportunity for patients and families to “give back”
- Influence policy formation
- Participate in staff and student education – share stories, learning from patient and families
- Be part of Induction Programme for staff and other advisors
- To assist in recruiting other Patient Experience Advisors

PATIENT EXPERIENCE ADVISOR ROLE

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

The role of Experience Advisor is different to Advocacy. An Advocate champions the cause of another. Advisors share their own experience to enhance quality and patient safety.

As a Patient Experience Advisor, 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
- Be assigned a staff member to address any questions or concerns
- Attend an orientation meeting, receive training relevant to the role or both
- Be nominated to work with a Team or Committee to progress Patient Engagement
- Be involved in specific work to progress Patient Engagement.

PATIENT EXPERIENCE ADVISOR SKILLS

Successful Experience Advisors are

- Respectful of others and their perspectives

- Comfortable speaking in a group and working with others
- Good listeners
- Able to use their personal experiences constructively
- 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



INFORMATION LEAFLET

POSSIBLE PATIENT EXPERIENCE ADVISOR ROLES

- Patient information booklets
- Hospital Leaflets
- End of Life Committee
- Developing Information Boards
- Developing Quality Assurance Boards
- Medication Safety Committee
- Nutrition Committee
- Care of the Older Person Forum
- Deteriorating Patient Committee
- Falls Prevention Committee
- Maternity Strategy
- Ecumenical Remembrance Service
- Induction Days

PATIENT & FAMILY ENGAGEMENT

“Nothing about me without me”

For additional information please contact:

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