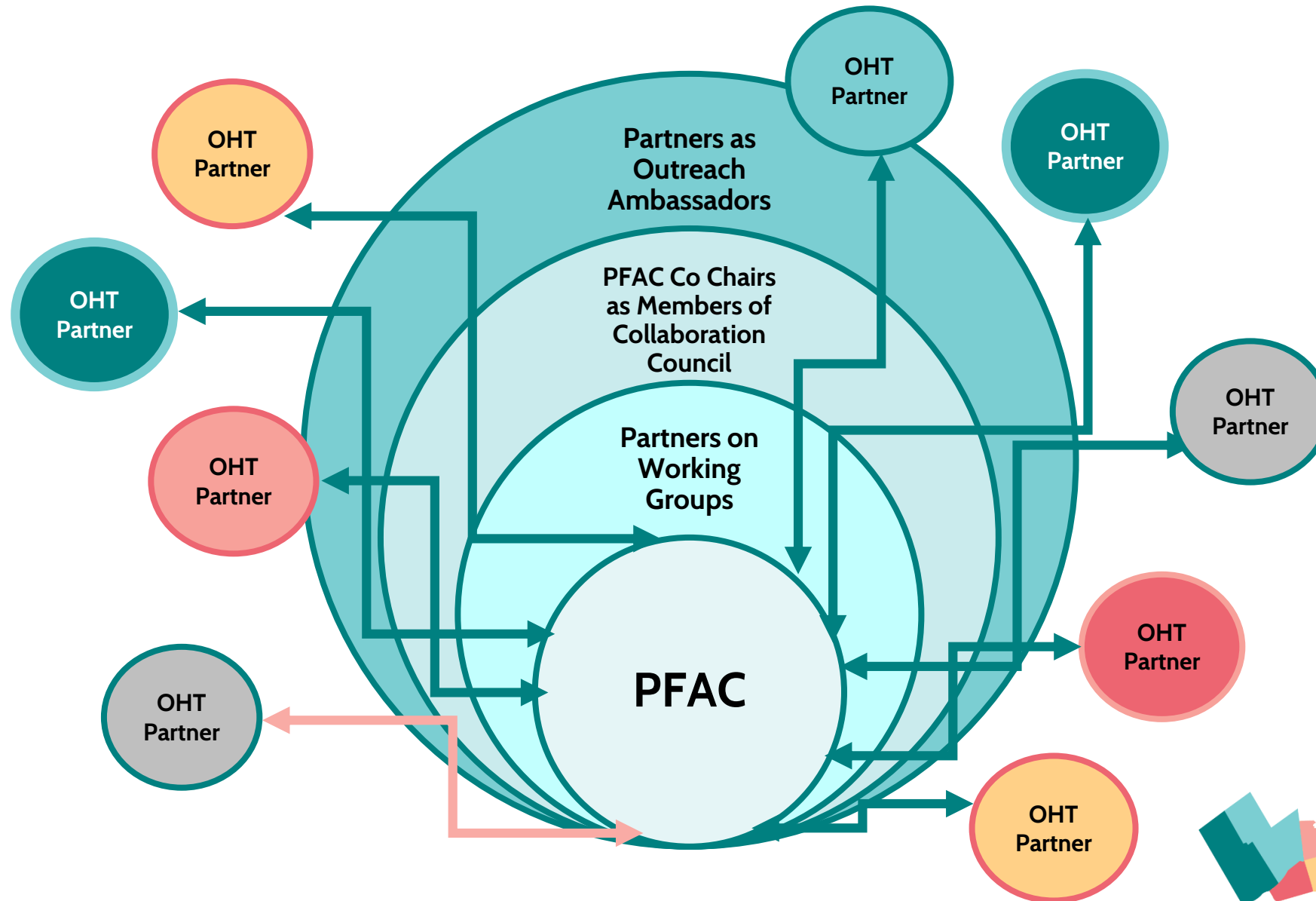


# Patient/Client and Family/Caregiver Engagement Model & Framework






# Patient/Client & Caregiver/Family Advisory Council

Recruitment Process	Start Date	#s	Meetings	Characteristics	Terms of Reference	Confidentiality Agreement	Vulnerable Sector Check
<ul style="list-style-type: none"> <li>Regional Communication</li> <li>Application</li> <li>Interviews</li> </ul>	Oct 2020	12	Monthly x 1.5 hrs Virtual	<ul style="list-style-type: none"> <li>Diverse</li> <li>Skills Based</li> <li>'Lived Experience' as Patient/Client or Family/Caregiver</li> <li>Representative of Primary Care, Home &amp; Community Care, Acute Care</li> </ul>	★	★	★
			2 Partners per Working Group	2 Patient Partner Co-Chairs			
				1 Administrative Support			
				1 Coordinator Support			

# Patient/Client & Caregiver/Family Engagement Model



# Patient/Client & Caregiver/Family Engagement Framework

THE GOAL	To advance a strong culture of patient/client, caregiver/family and community engagement to co-design new ways of organizing and delivering a fully integrated system of health care.				
THE GUIDING PRINCIPLES	Partnership		Accountability		Empowerment
	People Centred		Transparency		Respect
ACROSS THESE DOMAINS	Personal Care & Health Decisions		Program & Service Design		Policy, Strategy & Governance
ACROSS A SPECTRUM OF ENGAGEMENT METHODS	<p><b>Share</b></p>  <p>Provide clear information</p>	<p><b>Consult</b></p>  <p>Receive feedback</p>	<p><b>Deliberate</b></p>  <p>Discuss &amp; explore options</p>	<p><b>Collaborate</b></p>  <p>Partner &amp; apply solutions</p>	<p><b>Act</b></p>  <p>Make decisions together</p>
ENABLED BY	Health care provider engagement		An evolving continuum of quality improvement & learning together		Health literacy
	Shared expertise		Commitment to diversity, equity, inclusion & anti-discrimination		Meaningful research & evaluation

Modified from HQO Patient Engagement Framework (2017)

# Patient/Client & Caregiver/Family Engagement Framework



**Towards A People-Centred Focus**



**Central West**  
ONTARIO HEALTH TEAM