

# **Patient Engagement Framework**

## **Frequently Asked Questions**

### **What is the Patient Engagement Framework?**

Patient engagement means patients, their caregivers and families, and health care providers actively collaborating to improve Ontario's health system. To help guide engagement and align it with health system priorities, Health Quality Ontario created the Patient Engagement Framework. This Framework gives direction to health care organizations and the patients and caregivers they serve on when, why and how to partner to improve the health system.

### **Who should use the Framework?**

Patient engagement is driven by partnerships. Through these partnerships, there's a role to play for both users of our health system – like patients and their caregivers – and those who work within it – like health providers and policy-makers. All of these people are encouraged to use the Framework to help inform how they can participate in patient engagement.

### **How is this Framework different from other engagement frameworks?**

Few frameworks exist to help guide health organizations, and those who access the health system, on how to partner to improve the quality of care. Until now, existing frameworks have focused on U.S. and other international health systems.

This Framework is the first-of-its-kind in Ontario. It aims to create a standardized approach for patient engagement in Ontario, while considering unique challenges and opportunities across the health system.

### **How was the Patient Engagement Framework developed?**

Health Quality Ontario spent one year consulting patients, their caregivers and health providers from different regions, sectors and levels of the health system. In developing the Framework, the engagement needs and preferences of these diverse groups was considered alongside leading research on patient engagement (from Canada and abroad).

## **How can you and your health organization apply the Patient Engagement Framework?**

Using this Framework allows you to align your engagement projects and activities with others who are involved in this work. You can use the Framework to better understand:

- The different levels of care that engagement can take place at – at the direct care level, organizational level and provincial level
- The different methods for patient engagement
- Key enablers and guiding principles for patient engagement, and considerations for how these affect your engagement projects and activities

## **Where can you find more information?**

For questions or comments on the Framework and its use, contact [engagement@hqontario.ca](mailto:engagement@hqontario.ca).