

Patient & Family Engagement Framework

What:

A guide for patient and family engagement in BC Renal committees and activities

Why:

Having patients and families as active partners supports optimal patient outcomes and experience.

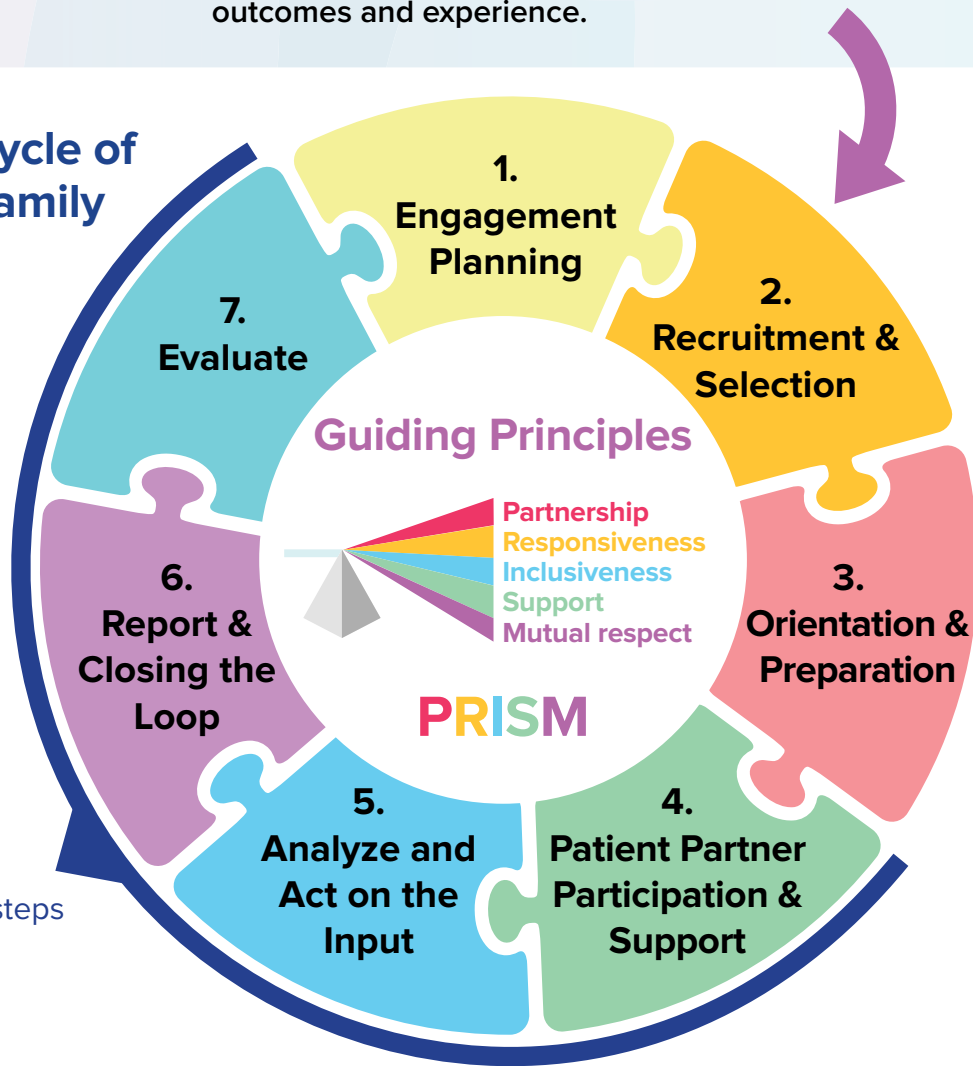
How:

Five principles guide every step of our engagement process.

Seven-Step Cycle of Patient and Family Engagement

The full framework can be found at:
BCRenal.ca → [About](#)
→ [Accountability](#) → [Patient and Family Engagement](#)

Dynamic and potentially overlapping steps



Our engagement opportunities generally take place across these domains:



With input from patients and families





Co-design with patients and families






Capacity-building with patients and families

And across the International Association for Public Participation (IAP2)'s Spectrum of Public Participation (see next page).

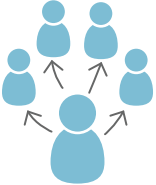
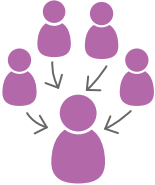
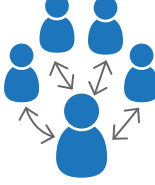
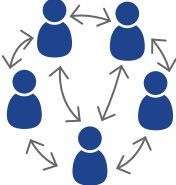
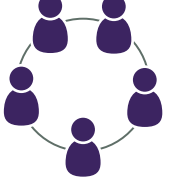
Questions? Contact us at:

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INCREASING IMPACT ON THE DECISION

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	 <p>To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions</p>	 <p>To obtain public feedback on analysis, alternatives and/or decisions.</p>	 <p>To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.</p>	 <p>To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</p>	 <p>To place final decision-making in the hands of the public.</p>
Promise To The Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Techniques	<ul style="list-style-type: none"> • Fact sheets • Web sites • Open houses 	<ul style="list-style-type: none"> • Public comment • Focus groups • Surveys • Public meetings 	<ul style="list-style-type: none"> • Workshops • Deliberative polling 	<ul style="list-style-type: none"> • Citizen advisory committees • Consensus-building • Participatory decision-making 	<ul style="list-style-type: none"> • Citizen juries • Ballots • Delegated decision

IAP2 Spectrum of Public Participation ©International Association for Public Participation www.iap2.org (adapted from the International Association for Public Participation by the BC Patient Safety & Quality Council)