



## Patient and Family Engagement Action Team: Multi-stakeholder Action in Support of the Partnership for Patients

---

### What are we doing?

The National Quality Forum (NQF) is seeking nominations for a multi-stakeholder Action Team to actively promote person-centered care through patient and family engagement. NQF will convene a team to collaboratively improve the way that patients receive care and the way that families are involved in that care.

### Why this work?

Studies have shown that engaged, active patients have fewer hospitalizations, readmissions, and healthcare acquired conditions that can have devastating and life-altering consequences. Unfortunately, complex health care systems often fail to incorporate practices that promote authentic patient and family engagement. The patient often gets lost as a result of fractured communication between providers, department silos within large health systems, and processes that do not prioritize and incorporate the patient's preferences into their care. The Patient and Family Engagement Action Team will make tangible commitments to improve the way that patients, families, and their caregivers are engaged in and incorporated into the system of care.

### How will we get there?

The Action Team will be guided by the National Quality Strategy's priority of Person and Family Centered Care, which aims for high-quality care that is not only safe but timely, accessible, and consistent with individual and family preferences and values.

This Action Team will build on the collaborative work of the [Partnership for Patients and the National Priorities Partnership](#), as well as a recent Health Affairs article that details four levels of engagement—policy and governance, redesign of systems and practices, individual patient and family engagement, community involvement).<sup>i</sup> The Action Team will focus on redesign of systems and practices, the second of these four levels and will work together to create a shift in the way that families are welcomed and engaged in organization-wide systems and processes. Members will identify a specific goal to quantify this cultural shift and will commit their energy and resources to reach this goal within the timeframe of the Action Team. The Patient and Family Engagement work will support the Partnership for Patient's goals of reducing hospital-acquired conditions by 40 percent and preventable hospital readmissions by 20 percent.

### Who are we looking for?

NQF is looking for change agents in person- and family- centered health care at the local, regional or national level. Action Team members will have the opportunity to network with others and work collaboratively toward shared goals. The Action Team seeks patient advocates, consumer representatives, health care providers, health care administrators, disparities and health literacy experts, organizational behavior scientists, caregivers and others working to advance patient and family engagement in the health care system.

## What is the time commitment?

Action Team members can expect to contribute up to 40 hours of their time (total) over the duration of the project, through meetings, phone calls, and follow-up work in between conversations. Following is a list of Patient and Family Engagement Action Team events to occur between January 2014 and September 2014:

- Monthly conference calls with group members on the “1<sup>st</sup> Tuesday of every month at 2:00pm ET”, from March 2014 through September 2014
- An in-person meeting in Washington DC, at NQF offices on February 21, 2014
- An in-person meeting in Washington DC, at NQF offices on June 18, 2014
- A public webinar on April 1, 2014 (same time as the monthly conference call)
- A public webinar on August 5, 2014 (same time as the monthly conference call)

In between meetings, Action Team members will be asked to commit energy and available resources toward the specific goal agreed upon by the group. Over the year, Action Team members will also contribute to an action pathway and to the identification of success stories and replicable exemplars that highlight significant contributions to patient and family engagement). NQF will cover all travel expenses related to Action Team meetings.

## How to apply?

To be considered for an Action Team, please complete the online nomination form, available [here](#). Self-nominations are welcome. Third-party nominations must indicate that the individual has been contacted and is willing to serve. Please note that nominations are for an individual, not an organization, and substitutions of other individuals from an organization at in-person meetings and on conference calls are discouraged.

Please select the ‘Patient and Family Engagement Action Team’ checkbox when applying and be sure to complete the form in its entirety, including your relevant expertise and statement of interest. Please note that a CV is not required for this committee.

## What is the deadline?

All nominations **MUST** be submitted by **6:00 pm ET on Tuesday, December 17, 2013**.

## Questions?

For nomination-related questions, please contact Connie Bach at [nominations@qualityforum.org](mailto:nominations@qualityforum.org). For general questions about the Patient and Family Engagement Action Team project, please contact Rachel Weissburg, Project Manager at 202-478-9323 or at [rweissburg@qualityforum.org](mailto:rweissburg@qualityforum.org).

---

<sup>i</sup> Carman, K. L., Dardess, P., Maurer, M., Sofaer, S., Adams, K., Bechtel, C., & Sweeney, J. (2012). Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies. *Health Affairs*, 223-231.