



NATIONAL QUALITY FORUM

Patient and Family Engagement Action Team Webinar

August 5, 2014

Q&A

Question: What is the role of the family/caregiver in the *Patient Passport*?

Answer: The PFE Action Team's passport prototype was heavily influenced by the UK models used for a learning disability population (e.g. [East Kent Hospital](#)), which have similar needs to particularly fragile patients who rely heavily on caregivers and family to help them. The parts of the passport that demonstrate this in particular are the beginning (triage) section, which is intended to help health staff see who the primary caregivers/family are and their role in relationship to the patient. Also, the "what I need help with while I'm here" section is a place to spell out special needs, such as memory loss, the need to have family/caregivers close by during the care process, etc.

The passport is intended to be a communication tool between the patient and provider. If the patient cannot communicate, a different version may be required. However, if the patient wants and needs to communicate the importance of their family/caregivers in their life and healthcare, the passport is intended to help them do that. We welcome additional ideas for how it can do this.

Question: Is the intention to have one "universal" passport for the whole country or modified versions for different health systems?

Answer: The *Patient Passport* model as presented on the webinar is meant to be a prototype – not a one-size-fits-all. Different populations and health systems will need local adaptation. However, the PFE Action Team hopes that the essential domains as presented on the webinar (slide 11) are reflected in some way in each version.

Question: Has the *Patient Passport* been tested with specific populations or had outcomes measured?

Answer: Not yet. The action team is just beginning to pilot the *Patient Passport*, both in hard copy and in electronic version, which should yield some interesting data points. We encourage others who are interested in helping us test or pilot the passport to let us know so we can continue to spread patient-preferred practices through use of the passport model.