

# Patient, Caregiver and Community Engagement

## Healthcare Excellence Canada's Patient Engagement Framework

Healthcare Excellence Canada (HEC) is committed to engaging patients, caregivers and communities to ensure their experience and priorities drive safety and quality in healthcare. By working together with patients, caregivers and communities, improvements can be made throughout the healthcare system that lead to better outcomes and experiences for all.

The Patient Engagement Framework outlines the ways we embed patient, caregiver and community perspectives into our programming, activities, and initiatives. It was developed through engagement with patient partners and staff at HEC, building on other known frameworks, and adapted for a 'fit for purpose'<sup>1</sup> approach that supports our commitment to embedding lived experience perspectives in our work.



# Patient Engagement at HEC

	Our commitment	Purpose	Methods
Inform	 <p><b>We will keep you informed</b></p>	To share relevant, timely and objective information	e.g., Receive information via website, newsletter, webinars, etc.
Consult	 <p><b>We will listen intently</b></p>	To gather patient perspectives	e.g., Participate in a survey
Involve	 <p><b>We will embed your insights and perspectives</b></p>	To work with patients to understand their insights and perspectives	e.g., Member of an advisory group
Collaborate	 <p><b>We will collaborate with you and commit to shared decision-making</b></p>	To partner with patients toward a common goal	e.g., Member of a project working group
Lead	 <p><b>We will look to you for leadership and guidance</b></p>	To lead or co-lead with patients	e.g., Lead or co-lead activities and/or initiatives