

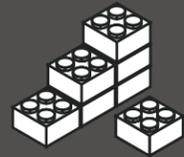
ENGAGEMENT GUIDING PRINCIPLES

The Canadian Foundation for Healthcare Improvement (CFHI) is modelling and championing meaningful engagements with people with lived experience, including partnerships with people who have experienced the healthcare system due to their own or a loved one's health issue, to build our capacity to co-design healthcare improvements and ensure meaningful engagement in driving innovation across the spectrum of healthcare in Canada. At CFHI, we recognize there is a mosaic of engagement that can occur across all levels of the health system and along a continuum of involvement.

We know that working with people with lived experience leads to new and different insights and provides results that meet the needs of those using the system, and that there is improved joy and meaning in our work when we intentionally and meaningfully work together.

CFHI works in collaboration with many partners, including patients and families, with an intent to embed a culture of meaningful engagement across the organization. To achieve this we have developed, in partnership with people with lived experience, the following engagement guiding principles. These principles will help to shape how we work across CFHI and we will hold ourselves accountable to this work through ongoing reflection, conversation and evaluation.

ACROSS THE ORGANIZATION AND **TOGETHER** WITH OUR LIVED EXPERIENCE ADVISORS, PARTNERS AND LEADERS WE:



BUILD AND FOSTER RELATIONSHIPS

- Allow time to develop authentic connections
- Be respectful of time commitments
- Communicate and share information proactively and transparently
- Value contributions and varying perspectives
- Be supportive and understanding of limitations or possible ramifications of engagement



CHAMPION MEANINGFUL PARTNERSHIPS

- Engage lived experience partners from the beginning
- Have intentional and transparent conversations to facilitate appropriate, accessible and meaningful participation
- Be pro-active in removing barriers to participation
- Invite and welcome challenges to the status quo
- Be flexible, adaptable and open to change; not bring pre-determined solutions



ARE PURPOSEFUL AND CONSISTENT

- Be transparent and clear about why we are engaging; the goals, the processes and how input will be used to make decisions
- Understand and embrace the mosaic of ways to meaningfully engage or involve partners to achieve goals
- Utilize tools and resources to ensure consistent processes
- Strive for a mutually enjoyable and productive experience



LEARN AND REFLECT

- Active listening
- Learn by doing
- Seek out and incorporate diverse perspectives and feedback in our work
- Be open minded and willing to have uncomfortable conversations
- Take the time to reflect on successes and failures to draw insights from our experiences
- Embrace continuous learning, improvement and evaluation to advance our knowledge
- Include measures of success that are meaningful to lived experience partners - both process and outcomes
- Be self-aware and open to learning from different perspectives



CELEBRATE AND SHARE

- Share lessons learned with colleagues and the system
- Provide feedback to lived experience partners about the impact of their contribution
- Acknowledge and celebrate the contributions of lived experience partnerships in our work and health system quality improvement and innovation
- Be proud of the process as well as the outcomes