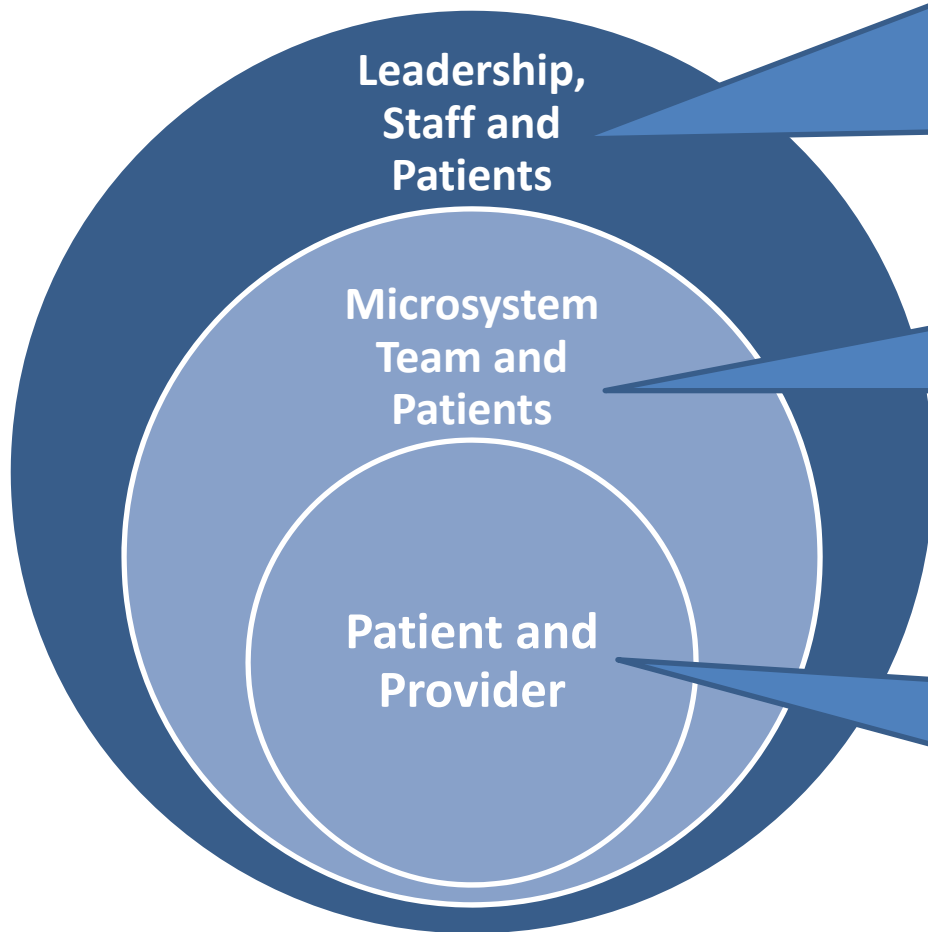


Three Levels of Patient Engagement



A Culture of Engagement

Engagement of leadership, staff and patients:

- Patient engagement is included in the organization's strategic plan at the corporate level; is linked to quality and safety, patient and staff experience; and is translated into action at the program level.
- Patients and families are woven into all activities of the organization.
- No decision is made that doesn't involve patients and families.

Program Planning and Quality Improvement:

Patients and families are engaged in the planning, delivery, improvement and evaluation healthcare

Shared Decision-making and Self-management:

Patients are engaged by their healthcare provider in shared decision making and self management
.i.e. their own treatment