

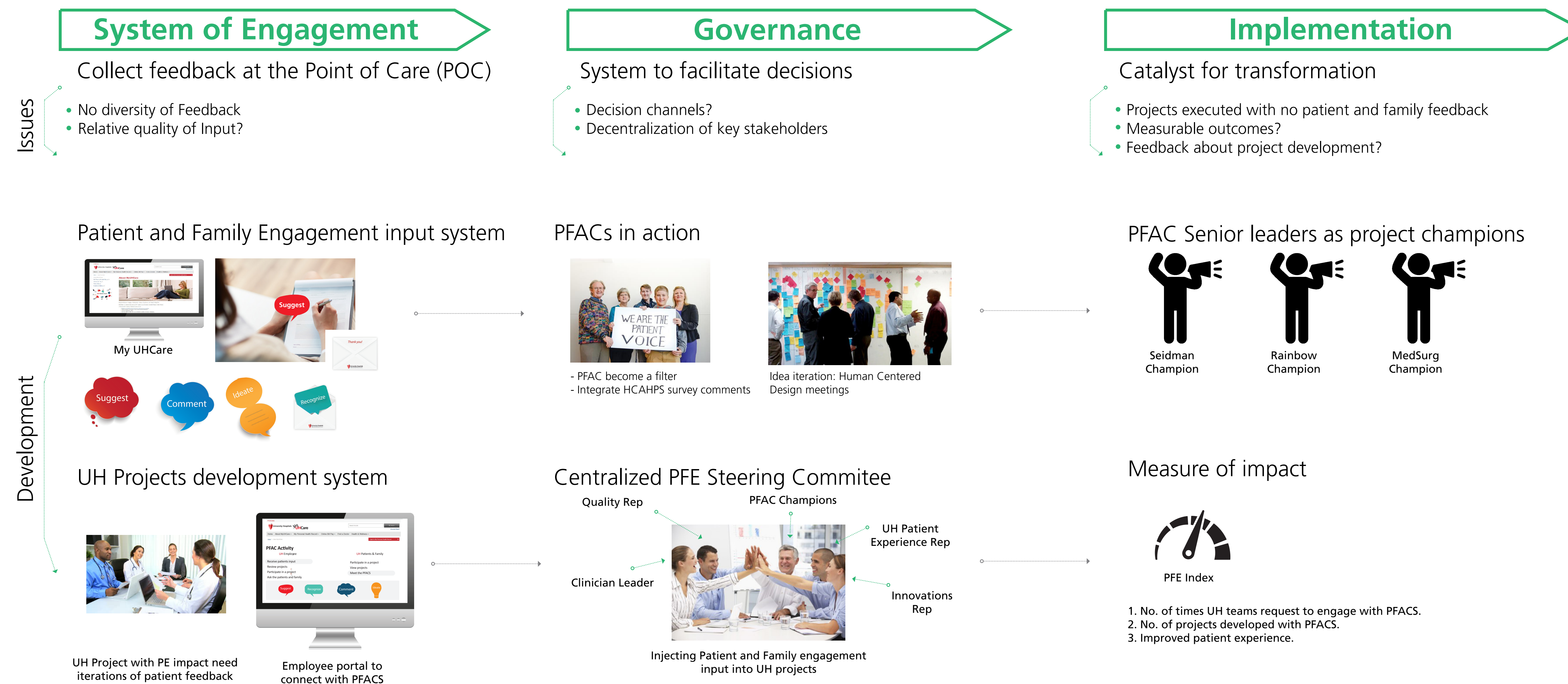
PROBLEM STATEMENT

University Hospitals (UH) see value in Patient and Family Engagement (PFE), however UH is not yet structured to realize the full potential of partnering with patients and families and integrate their input into patient experience projects and operations.

HYPOTHESIS

Enabling UH PFACs (Patient and Family Advisory Councils) to become the center of PFA (Patient and Family Advisors) suggestions, recollection and synthesis. This new action will be defined by an iterative culture, governance collaboration and continuous innovation that results in better communications, higher employees engagement and ultimately improved patient experience.

IDEA: Creating an UH iterative system of patient engagement



SIGNIFICANCE

To UH

Building collaborative relationships with patients for partnerships that contribute to human centered innovation and enhance patient experience.

1. Population care delivery model.
2. Community engagement.
3. Become an iterative and collaborative UH.

To Patients

Amplify patients' voice through development of ongoing relationships of trust that empowers patients to contribute to their care.

1. Enabling patients to make better informed decisions.
2. Outreach at the right and meaningful time of connection.
3. Build a relationship of trust with University Hospitals team.