# Overview

**Defining Patient and Family Engagement and its Benefits**

* Slides 4-7

**Patient and Family Expectations in the ASC**

* Slides 8-10

**Barriers, Facilitators, and Motivators**

* Slides 11-18

**General Communication Methods for Engaging Patients and Family Members**

* Slides 19-21

**Opportunities for Patient and Family Engagement in Your Facility\***

* Slides 22-27
* Introducing Health Care Personnel video (2 min)
* Checklist video (4 min)

**Summary**

* Slide 28

**Tools**

* Slide 29

\*Video included in this section

# clip art of patient, family, and provider

# **15-Minute Meeting Suggested Activities**

Toolkit materials are designed to be modified and customized. Here are suggestions for time-conscious ways to use this module. Feel free to use these suggestions or come up with your own approach to implementing the module.

### Topic: Defining Patient and Family Engagement and its Benefits

Method: In a meeting, ask staff how they define patient and family engagement, and compare definitions with slides 4-5. Discuss staff perceptions of patient and family engagement benefits in the ambulatory surgery center (ASC), and compare with slides 6-7. Discuss the alignment or misalignment of the views with facility objectives.

Materials: Slides 4-7

Audience: All staff, including pre- and postoperative care staff

### Topic: Patient and Family Expectations in the ASC

Method: In a meeting, use slides 8-10 to discuss what expectations staff would have as patients in an ASC setting, how patient and family engagement can impact the way care is perceived in an ASC, and how current engagement affects patient perceptions of the facility.

Materials: Slides 8-10

Audience: All staff, including pre- and postoperative care staff

### Topic: Barriers, Facilitators, and Motivators

Method: In a meeting, use slides 11-18 to discuss the barriers to patient and family engagement within the facility and ways to facilitate and motivate staff to engage patients and families. Focus on slides 16 and 18 and use the Where Do We Stand? assessment tool. Work to develop one or two action items to promote patient and family engagement.

Materials: Slides 11-18, Where Do We Stand? Tool

Audience: All staff, including pre- and postoperative care staff

### Topic: General Communication Method for Engaging Patients and Family Members

Method: Hand out slides 19-21 and facilitator notes at meeting and ask all attendees to review them (less than 5 minutes). Facilitator should select one or two of the suggested tools to review in depth during the meeting. Have attendees participate in a role play about how they would incorporate the suggested communication techniques into their current positions.

Materials: Slides 19-21, example tools

Audience: All staff including pre and post-operative care staff

### Topic: Opportunities for Patient and Family Engagement in Your Facility

Method: Present slides 22-28 lecture style using facilitator notes and included videos. Be sure to facilitate discussion around use of patient and family advisors and IDEAL discharge planning.

Materials: Slides 22-28, Introducing Health Care Personnel Video, Checklist Video

Audience: All staff including pre and post-operative care staff

### Topic: Opportunities for Patient and Family Engagement in Your Facility

Method: Hand out slides 13-29 and facilitator notes at meeting, and give attendees 5 minutes to review them. Facilitate a discussion regarding current engagement in the facility and which of the suggested activities in the module the team would like to pursue. Encourage the team to suggest another way to engage patients and families within your facility if they have other ideas.

Materials: Slides 13-29 and tools

Audience: All staff including pre- and postoperative care staff

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