

A CALL TO ACTION

The Centers for Medicare and Medicaid Services (CMS) puts the best interest of the public first and actively encourages people to engage with their providers and empowers patients and advocates to communicate their personal preferences. CMS defines patient and family engagement (PFE) as “Patients and families are partners in defining, designing, participating in, and assessing the care practices and systems that serve them to assure they are respectful of and responsive to individual patient preferences, needs, and values. This collaborative engagement allows patient values to guide all clinical decisions and drives genuine transformation in attitudes, behavior, and practice.” (CMS PFE Strategy). CMS applies PFE best practices by meaningfully including patients and advocates in their policy discussions. PFE goes beyond informed consent. It is about proactive communication and partnered decision-making between healthcare providers and patients, families, and caregivers. It is about building a care relationship that is based on trust and inclusion of individual values and beliefs. The purpose of this strategy is to:

- + Enhance PFE
- + Establish definitions and consistency for frequently used terms to help people engage in their healthcare
- + Serve as a guide to support meaningful, intentional application of person and family engagement principles to all policies and programs addressing health, and wellbeing
- + Create a foundation for expanding awareness and enhancing PFE

RESOURCES:

- + **Compass Hospital Quality Improvement Contractor (HQIC) - Implementing PFE Metrics Form** (PDF)
This document explains the 5 PFE Metrics for Compass HQIC reporting.
- + **Connecting PFE Best Practices to All-Cause Harm Reduction** (Link)
The five PFE Best Practices provide the opportunity to activate partnerships among patients, clinicians, and staff to reduce harm. In other words, each of the five PFE Best Practices, when implemented, provides an opportunity for hospital staff, clinicians, patients, and designated care partners to engage in meaningful conversations that result in increased patient safety.
- + **CMS PFE Toolkit: A Guide for Measure Developers** (PDF)
CMS developed the PFE Toolkit as a roadmap for successful engagement with PFE Partners. It is an easy-to-follow, comprehensive guide intended to support implementing best and standard practices for PFE across all CMS contractors. The PFE Toolkit will provide essential information and resources for measure developers to improve or establish PFE processes across their organizations.
- + **The Centers for Disease Control and Prevention PFE 101 Slides: Engaging Patients and Families in Infection Prevention** (PDF)
These slides explain the elements of PFE and how patients and families can be active partners in developing, implementing, and evaluating programs and services. Highlights key strategies to ensure patient and family engagement in hospitals' infection prevention efforts.
- + **TMF Health Quality Institute and HQIC Hospital PFE Action Plan** (PDF)
The TMF Health Quality Institute developed a hospital PFE Action Plan. You will find detailed information regarding each metric, recommended steps to follow within a metric, but also excellent resources on each PFE metric.
- + **CMS PFE Strategy: Sharing with Our Partners** (PDF)
This document serves as a guide for individuals and groups looking to incorporate PFE principles into clinical practice, program development, community health initiatives, and other arenas where shared decision making, and appreciation of individual values are paramount. This document also provides people with tools and methods to become engaged in their care.
- + **PFCPartners Readiness Tool** (PDF)
This tool is designed for health care teams and organizations to become ready to engage with their community members with confidence. Inclusive engagement of diverse patients and family caregiver voices is essential for addressing the health challenges of today. Impactful partnerships are happening each day across our health system – you don't need a big budget, just a big heart.