Patient, Caregiver and Community Engagement

Healthcare Excellence Canada's Patient Engagement Framework

Healthcare Excellence Canada (HEC) is committed to engaging patients, caregivers and communities to ensure their experience and priorities drive safety and quality in healthcare. By working together with patients, caregivers and communities, improvements can be made throughout the healthcare system that lead to better outcomes and experiences for all.

The Patient Engagement Framework outlines the ways we embed patient, caregiver and community perspectives into our programming, activities, and initiatives. It was developed through engagement with patient partners and staff at HEC, building on other known frameworks, and adapted for a 'fit for purpose' approach that supports our commitment to embedding lived experience perspectives in our work.





This document is adapted from the International

Association for Public Participation's IAP2 Spectrum of Public Participation.

¹A 'fit for purpose' approach means matching the ways of working with the purpose of engagement. It ensures shared role clarity, a defined scope of work, and an acknowledgement of level of decision-making involved. It is not a hierarchy, and no way of working is superior to another way of working. Different ways of working may be incorporated at different stages of an initiative, depending on the purpose of engagement.

Patient Engagement at HEC

Inform	Our commitment	Purpose	Methods
	We will keep you informed	To share relevant, timely and objective information	e.g., Receive information via website, newsletter, webinars, etc.
Consult			
	We will listen intently	To gather patient perspectives	e.g., Participate in a survey
Involve			
SIL I	We will embed your insights and perspectives	To work with patients to understand their insights and perspectives	e.g., Member of an advisory group
Collaborate			
	We will collaborate with you and commit to shared decision-making	To partner with patients toward a common goal	e.g., Member of a project working group
Lead			
1-1	We will look to you for leadership and guidance	To lead or co-lead with patients	e.g., Lead or co-lead activities and/or initiatives



