

Patient and family engagement (PFE) can be defined as “bringing the perspectives of patients and families directly into the planning, delivery and evaluation of healthcare, and thereby improving its quality and safety.” (Advancing the Practice of Patient- and Family-Centered Care in Hospitals, Institute for Patient- and Family-Centered Care, April 2011). Prioritizing patient and family engagement not only optimizes individual patient care, but also results in improvement of numerous measures of healthcare performance.

The Washington Patient Safety Coalition (WPSC) is committed to including patients and families in improving care by supporting organizations and their professionals who lead PFE activities and incorporating these practices in our own work. In this light the WPSC is forming a **Patient and Family Engagement Leadership Affinity Group for WPSC member organizations.**

**What is the Patient and Family Engagement Leadership Affinity Group:**

A collaborative network made up of healthcare patient and family engagement professionals leading PFE activities.

**Purpose:**

- Provide a forum for PFE professionals to engage and collaborate
- Facilitate shared learning
- Disseminate PFE best practices

**Goals:**

- Increase the scope and quality of PFE activities in the state of Washington in all healthcare settings
- The Triple Aim: Improve the patient experience of care, improve the health of populations, and reduce the per capita cost of health care

**Process**

The WPSC will convene patient and family experience/engagement directors, managers and staff on a regular basis through meetings, conference calls and electronic means. Initially, the network will be organized and supported by the WPSC, however, it could evolve into a self-governing group.

**Frequency:** TBD

**Commitment:** There is no commitment, participants get out of it what they put in. Member determined activities may require time. Shared learning activities such as member presentations will require time to prepare. We want this to be a productive and useful opportunity to interact rather than just a time to meet. With that said, commiseration time is encouraged.

**Roles**

- Role of WPSC is as a convener to support the members and facilitate the process.
- Role of the network is to fulfil its purpose and accomplish the goals described.
- Role of the members are to unselfishly collaborate to accomplish the goals and sustain the network.

**Measures of Success**

1. Level of participation (measure TBD)
2. Level of collaboration (measure TBD)
3. Network is sustained (measure TBD)
4. Attainment of PFE goals