

PART VII: A CHECKLIST FOR ATTITUDES ABOUT PARTNERING WITH PATIENTS AND FAMILIES

Use this tool to explore attitudes about patient and family involvement in their own health care and as advisors. It can be used for self-reflection and as a way to spark discussion among staff and physicians before beginning to work with patients and families as members of advisory councils, and quality improvement, patient safety, policy and program development, and health care redesign teams.

Answer and discuss the following questions:

In each clinical interaction:

- Do I believe that patients and family members bring unique perspectives and expertise to the clinical relationship?
- Do I encourage patients and families to speak freely?
- Do I listen respectfully to the opinions of patients and family members?
- Do I encourage patients and family members to participate in decision-making about their care?
- Do I encourage patients and family members to be active partners in assuring the safety and quality of their own care?

At the organizational level:

- Do I consistently let colleagues know that I value the insights of patients and families?
- Do I believe that patients and families can play an important role in improving patient experience, safety, and quality within the organization?
- Do I believe in the importance of patient and family participation in planning and decision-making at the program and policy level?
- Do I believe that patients and families bring a perspective to a project that no one else can provide?
- Do I believe that patients and family members can look beyond their own experiences and issues?
- Do I believe that the perspectives and opinions of patients, families, and providers are equally valid in planning and decision-making at the program and policy level?

If you have experience working with patients and families as advisors, answer and discuss these additional questions:

- Do I understand what is required and expected of patients and families who serve as advisors?
- Do I help patients and families set clear goals for their roles?
- Do I feel comfortable delegating responsibility to patient and family advisors?
- Do I understand that an illness or other family demands may require patients and family members to take time off from their responsibilities as advisors?

Adapted from Minniti, M., & Abraham, M. (2013). *Essential Allies—Patient, Family, and Resident Advisors: A Guide for Staff Liaisons*. Bethesda, MD. Institute for Patient- and Family-Centered Care.