

# Engagement of patients and family caregivers (PFCs) in healthcare system decision-making

## Themes for evaluation

 <b>Structure</b>	 <b>Process</b>	 <b>Outcome</b>
<p> <b>Engagement Plan</b> Clear plans guided engagement of PFCs</p> <p> <b>Level of Engagement</b> PFCs had appropriate levels of influence over decision-making</p> <p> <b>Time and Timing of Engagement</b> Appropriate time was given to engage and engagement exercises occurred at appropriate times</p> <p> <b>Format and Composition</b> Format of the decision-making group and composition of PFCs in the group were appropriate</p> <p> <b>Support</b> Adequate training and resources were offered and used to support PFCs' roles</p> <p> <b>Environment</b> Spaces of power (physical/virtual and sociocultural conditions) enabled input from PFCs</p>	<p> <b>Objectives</b> Engagement events reflected priorities of PFCs</p> <p> <b>Engagement Approach</b> The approach and underlying loci of power enabled engagement</p> <p> <b>Communication</b> Information flow allowed PFCs' perspectives to be heard and used</p> <p> <b>Engagement Activities</b> The type and extent of PFCs' contributions to various activities were appropriate</p>	<p> <b>Decision-Making Process</b> Decision-making process was strengthened</p> <p> <b>Stakeholder Relationship</b> Relationships among PFCs and other parties were enhanced</p> <p> <b>Capacity Development</b> PFCs had enhanced competencies and opportunities</p> <p> <b>Stakeholder Experience</b> The engagement experience was positive</p> <p> <b>Shape Policy, Service, and Program</b> PFCs' perspectives helped to shape policy, service, or program</p> <p> <b>Health Status</b> Patients affected by decisions had improved health status</p> <p> <b>Healthcare Quality</b> Patients affected by decisions had improved healthcare quality</p> <p> <b>Cost-Effectiveness</b> Cost containment or savings improved for health services responsive to populations' needs</p>