

Patient Engagement: What Is Needed for Personalized Care Management?

- *Defining Patient Engagement in Health Care*, **Tom Workman**, PhD, Principal Researcher, American Institutes for Research



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A Working Definition of PFE in Health Care

- Persons, families, their representatives, and health professionals (clinicians, staff, leaders)
- **Working in active partnership**
- At various levels
 - direct / point of care;
 - organizational design, policy, and procedure;
 - organizational governance;
 - and community / policy making
- Across the health care system and in collaboration with communities
- **To improve health, health care and health equity**



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How Patients and Families Engage in Health Care

Partnership in the health care of

SELF and FAMILY

Partnership in creating patient-centered health care

SERVICES & SYSTEMS

Partnership in developing patient-centered health care

POLICIES

INFLUENCES TO ENGAGEMENT

- The Patient/Family Member's Readiness
- The Organization's Culture and Policies
- Social Norms & Policies



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