Patient Engagement: What Is Needed for Personalized Care Management?

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

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**
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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