Patient and Family Engagement Strategic Plan

**Mission:** Engage and Equip Patients as Partners in health and healthcare.

**Vision:** By 2019, improve patient measures of quality, safety, and experience.

1. **Align and Equip Providers**
   - **Objective 1.1:** Align Patient and Family Engagement (PFE) efforts in Iowa
     - Tactic 1.1-A: Launch an IHC Patient and Family Advisory Council (PFAC)
     - Tactic 1.1-B: Transition PFE terminology and measures to align with CMS resources
     - Tactic 1.1-C: Align IHC PFE efforts with SIM and HEN initiatives
     - Tactic 1.1-D: Promote PFE with IHC stakeholders and explore alignment of messaging
   - **Objective 1.2:** Equip providers in Patient and Family Engagement
     - Tactic 1.2-A: Present PFE concepts at all IHC Conferences
     - Tactic 1.2-B: Develop IHC web-based PFE toolkit
     - Tactic 1.2-C: Present 3 provider webcasts
     - Tactic 1.2-D: Provide onsite technical assistance in PFE through HEN and SIM initiatives
     - Tactic 1.2-E: Present resources to equip hospitals and clinic staff (*Teachback, AM3*, etc.)
   - **Objective 1.3:** Advance community health through PFE
     - Tactic 1.3-A: Develop a paper that explores Social Determinants of Health and PFE
     - Tactic 1.3-B: Promote health literacy and shared decision making through IDPH venues
     - Tactic 1.3-C: Promote *Safety Across the Board* to advance a community culture of safety
     - Tactic 1.3-D: Promote and expand Choosing Wisely Initiative in Iowa
     - Tactic 1.3-E: Develop a web-based resource repository for patients and families

2. **Use Data to Effect Change**
   - **Objective 2.1:** Develop core PFE measure set
     - Tactic 2.1-A: Develop a registry of current and available measures
     - Tactic 2.1-B: Survey the HEN participants for a broad PFE measures
     - Tactic 2.1-C: Develop and evaluate a draft PFE dashboard using available information (HCAHPs, etc.)
     - Tactic 2.1-D: Explore development of a composite index score based on the core set
   - **Objective 2.2:** Implement a hospital PFE measure set
     - Tactic 2.2-A: Develop a standardized methodology to track PFE across hospital settings
     - Tactic 2.2-B: Deploy the PFE measure set with the hospital community through the HEN
3. **Raise the Standard of Care**
   - Objective 3.1: Develop a statewide PFE strategy with the Iowa Department of Public Health
   - Objective 3.2: Establish a baseline for the PFE hospital core measure set in 2016
   - Objective 3.3: Increase PFE hospital core measure set performance by 10% in 2017

(Approved 7/10/15)