BC MENTAL HEALTH
& SUBSTANCE USE SERVICES
Provincial Health Services Authority

ENGAGING PATIENTS AND FAMILIES
In Your Project

A FLOW CHART

Should you engage patients and/or families?

- Is there a problem that needs to be solved or a decision to be made?
- Has a decision already been made?
- What do you hope the patient perspective will bring to your project?
- Will engagement support better decision-making?

NO → **Do not engage but inform patients and/or families of the decision**

YES →

Do you have the time and resources to engage patients and/or families?

- How quickly does the decision need to be made?
- Do you have a budget to compensate and reimburse patient partners?
- Do you have the staff needed to orient, support, and follow up with patient partners throughout the process?

NO → **Secure the necessary resources! Talk to the Patient Experience & Community Engagement Team**

YES →

Do you know when you should engage patients and/or families?

- At what points during the process will there be opportunities for patient partners to be involved?
- What parts of the project are most interesting or relevant to the patient partners?

NO → **Determine the best timing Talk to the Patient Experience & Community Engagement Team**

YES →

Can patients and/or families contribute in a meaningful way?

- What will be the role of the patient partner, and what will you do with their input?
- Can you accommodate their preferred methods for engagement? (in-person meetings, TC, VC, phone calls)

NO → **Design an equitable engagement! Talk to the Patient Experience & Community Engagement Team**

YES →

You're ready to engage!

Reach out to us for support at engage_bcmhsus@phsa.ca