

## Engaging Patient and Family Advisors in Policy Development

Policy Development is a great opportunity to engage patient and family advisors in the work of the organization by giving them a direct voice in policy making.

Patient and family engagement in policy development promotes healthcare planning and solutions that reflect the values of patients and their families, while supporting organizational accountability and transparency. Whether clinical or system-level policy, engagement from patient advisors facilitates collaboration and ensures our policies reflect real encounters from Islanders where possible.

Involving patient and family advisors in policy development represents one way Health PEI is moving forward with patient and family-centered care and striving to achieve its mission to *Work in partnership with Islanders to support and promote health through the delivery of safe and quality health care.*

### Who are Patient and Family Advisors?

- Islanders with healthcare experiences that volunteer their time to share insights and knowledge. They are dedicated to improving health and healthcare services and work actively with the organization.
- Patient and Family Advisors can provide policy advice, offer opinions, and provide feedback or validation. Their experiences can be a powerful tool to inspire change.

### When to ask a patient advisor for policy feedback?

- Does the policy document impact patients and family? Do you believe a patient and family point of view would be valuable?
- Do you need more information about the experiences of patients and families or specific input on a policy topic or issue?
- Do you need a fresh perspective on policy challenges or solutions? Require patient input on resource allocation or trade-offs?
- Are you looking for a way to communicate your policy work with patient and families?

If you answered “yes” to any of the above questions, consider consulting with a patient and family advisor as part of the stakeholder review process during policy development.

Engagement can include focused questions directed at a key issue or practice, or simply ask for general input from a patient perspective. Remember to provide enough background information so they understand the policy content in order to provide meaningful feedback and contribute to policy decision-making.

Engagement approaches can be in person, by email or telephone, or you can request to present your policy at the Patient and Family Advisory Council for discussion. For additional assistance or questions, contact the Health PEI Policy Office ([healthpeipolicy@ihis.org](mailto:healthpeipolicy@ihis.org)).

*“Without sustained patient/family participation in all aspects of policy, program development and evaluation, the care system will fail to respond to the real needs and concerns of those it is intended to serve.”*

Institute for Patient- and Family-Centered Care

For document references contact [healthpeipolicy@ihis.org](mailto:healthpeipolicy@ihis.org)