

ELEVATING QUALITY: THE POWER OF PATIENT VOICES IN HEALTHCARE

Creating an Optimal Environment for Quality Healthcare for Individuals, Families and Communities



Background:

The purpose of the Centers for Medicare & Medicaid Services (CMS) Person and Family Engagement (PFE) Strategic Plan is to guide the meaningful and intentional implementation of person and family engagement throughout CMS policies and programs. This plan lays the foundation for expanding awareness and guidance on person and family engagement by providing goals and objectives that are effective, sustainable, scalable, and equitable.

Focusing on patient experience promotes a patient-centered approach to healthcare, where services are designed around the patient's needs and preferences. This approach is associated with more compassionate and personalized care, which is invaluable for identifying areas where healthcare services can improve.

“ We are the ones who experience everything that the hospital's provide from intake, outpatient, short stay, billing, triage and more. We should be heard and listened to in order for things to improve.
— PFE Member ”



It's important to involve patients in every aspect of healthcare to ensure healthcare reflects their needs.

Engaging Partners and Communities:

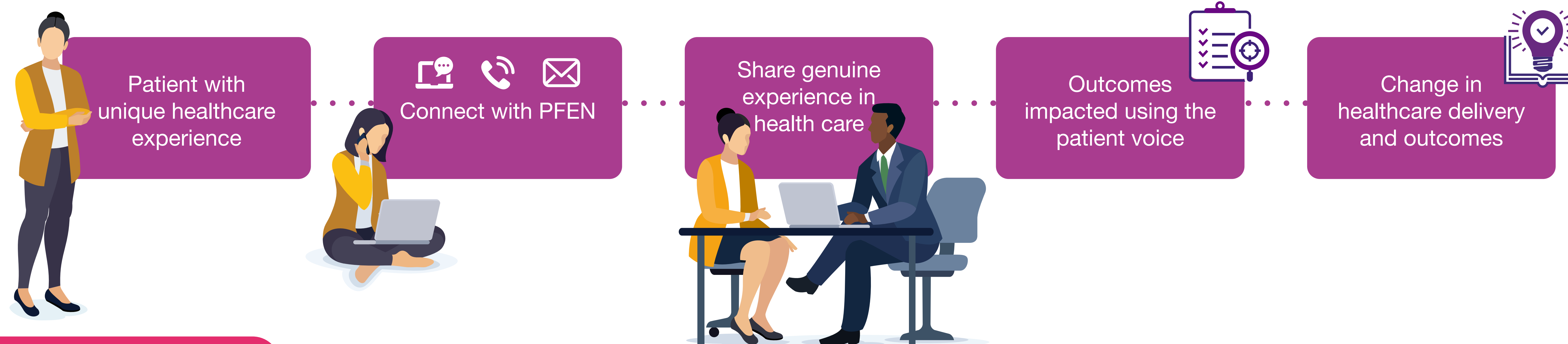
“ The first two groups went very well. Participants were very engaged and gave great insights.
— Measure Developer ”

“ I definitely think my voice was heard and has a major impact on healthcare and my experiences.

I learned more about CMS metric and the CMS scaling of quality. Learn that people are interested in sharing their personal experience and feedback.
— PFE Community Members ”

Method:

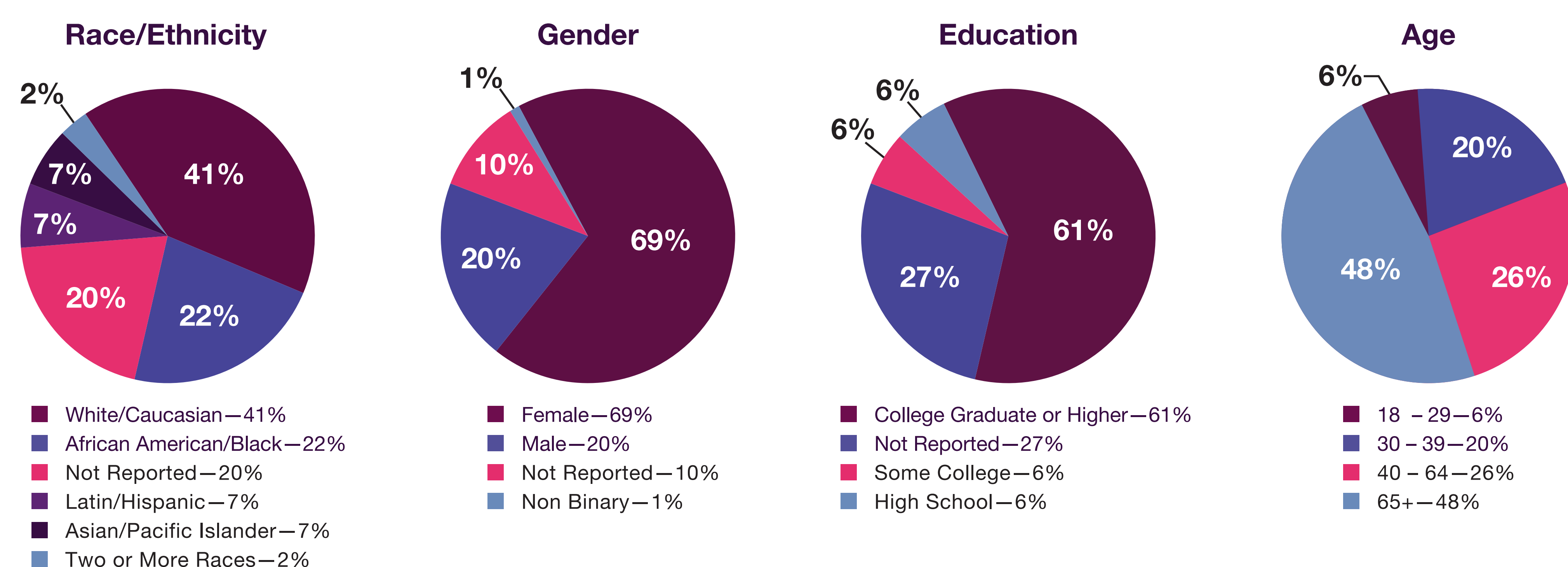
- Patient and Family Engagement (PFE) is used as a platform for coordinating the Voice of the Patient to impact the quality measurement process.



By The Numbers

- Advancing Health Equity through patient and family recruitment

2023 PFE Network



Resources:

Measure Developer Contractors

Scan the QR code to connect with Rainmakers about incorporating patients into measure development.

Patient and Families

Collaborate with measure developers and share your authentic healthcare experience by scanning the QR code.

PFE Toolkit

Scan the QR code to download the PFE toolkit.

