

BETTER HEALTHCARE THROUGH ENGAGEMENT:

Strategies for Patient and Family Engagement in Quality Measures Development



WHY WE ENGAGE

Patient and Family Engagement (PFE) is pivotal for creating healthcare quality measure tools that are impactful and meaningful to patients and families. Measure development contractors (MDCs) benefit from our strategies that encourage patients and families from diverse backgrounds to participate on technical expert panels, work groups, and focus groups to provide their lived experience as data for improved quality measures.

The Person and Family Engagement Network (PFEN) is a collection of patients, families, advocates, and caregivers who are interested in participating in groups or technical expert panels that help develop quality measures. They support MDCs by providing the patient experience in various health care settings.

HOW WE ENGAGE



PFEN Impact

PFEN's members have contributed to over 32 measures in the following areas and more:

- COVID Vaccination
- Health Equity
- Healthcare Accessibility
- Maternal Health
- Emergency Preparedness
- Patient Safety
- Scientific Innovation and Technology



PFEN Training and Education

PFEN prepares patients and families for

engagement through creative and fun educational tools, such as videos, newsletters, and social media. PFEN members receive training and education in:

- Health Equity
- Healthcare Accessibility
- Patient-Reported Outcomes
- Quality Measures Basics



How MDCs Engage with PFEN

MDCs engage PFEN members during the Measure Management System Blueprint process to improve healthcare outcomes.

MDCs solicit, accept, and respond to input from patients and families recruited to technical expert panels, work groups, and interviews.

WHERE WE ENGAGE



PFEN Collabs

PFEN Members have collaborated with several MDCs, including Mathematica, Yale Centers for Outcomes, Research and Evaluation, Acumen LLC, Abt Associates, and many others, on measures that influenced new policies in Medicare and Medicaid.



The PFE Toolkit

The PFE Toolkit is a roadmap produced by PFEN that provides resources to facilitate successful engagement, orientation, and communication strategies to over 130 MDCs.

- How to Engage
- Recruitment
- Onboarding and Orientation
- Facilitating Engagement
- Ongoing Communication
- Preparing An Organization for PFE

Download the PFE Toolkit at:
<https://mmshub.cms.gov/sites/default/files/Guide-PFE-Toolkit.pdf>



Please visit the PFEN website at www.pfenetwork.org or contact Rainmakers at pfenetwork@rainmakersolutions.com to learn more.



“The patient and patient advocate members on our Technical Expert Panel and the patient members on our Patient Working Group provided invaluable feedback.”

– Measure Developer

“The work of PFEN inspires me, and its focus is on keeping patients and their families informed and engaged.”

– PFEN Member

“Working with persons and families has been invaluable. Their expertise complements our other technical and content experts.”

– Measure Developer

“I learned so much from the other TEP members about possible ramifications of the measure that I hadn't considered, just as they learned about aspects of the measure from a patient's perspective.”

– PFEN Member

