# 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.

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### HOW WE ENGAGE



#### **PFEN Impact**

contributed to over 32 measures in the following areas and more:

**How MDCs Engage with PFEN** 

Blueprint process to improve healthcare outcomes.

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



and families for

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

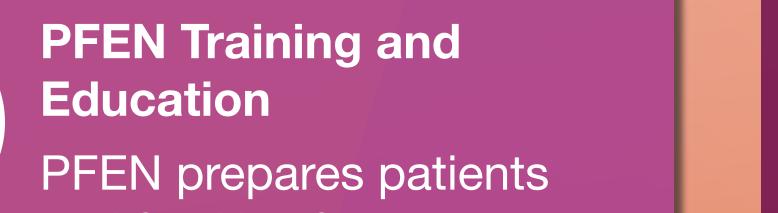
Health Equity

MDCs engage PFEN members during the Measure Management System

MDCs solicit, accept, and respond to input from patients and families

recruited to technical expert panels, work groups, and interviews.

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



engagement through creative and fun



#### The PFE Toolkit

PFEN Collabs

The PFE Toolkit is a roadmap produced by PFEN that provides resources to facilitate successful

Evaluation, Acumen LLC, Abt Associates, and many

others, on measures that influenced new policies in

WHERE WE ENGAGE

PFEN Members have collaborated with

Yale Centers for Outcomes, Research and

several MDCs, including Mathematica,

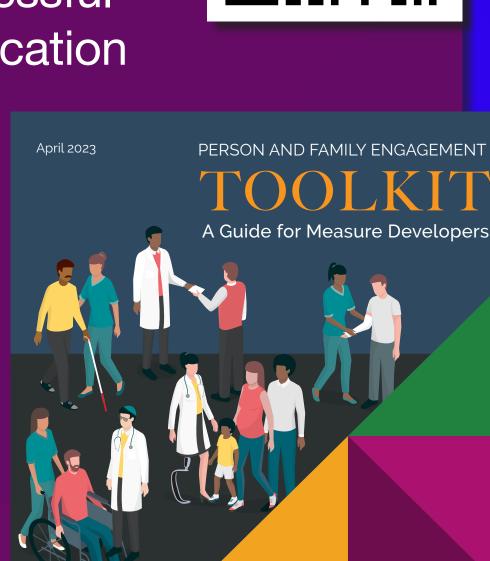
engagement, orientation, and communication strategies to over 130 MDCs.

- How to Engage
- Recruitment
- Onboarding and Orientation
- Facilitating Engagement

Medicare and Medicaid.

- 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 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

