

Meaningful patient and public engagement doesn't happen by accident. It takes effort to remain open and collaborative throughout the process. Please consider the following Principles of Authentic Engagement. Ask yourself, "Are including patient partners in a way that is of value to you, to them, and to our health care system."

Decisions include the people affected.

Patient partners have their voices and opinions heard. And, when a decision is being made, they are part of the process.

The opportunity promises that the patient partner input will contribute to the outcome.

Engage patient partners at a point where their input can influence the work. Communicate early and often where this happens in the process.

Long-lasting and sustainable decisions recognize the needs and interests of all parties.

Engage patient partners in the earliest stages of improvements. You can see where you need to go to achieve an agreeable solution that will best serve everyone's needs. The goal is to find solutions and support improvements both now and in the future.

Make every effort that all perspectives are sought and invited to participate.

Be comfortable hearing from a diverse range of voices – even if they are not in agreement with what you want to see. This helps establish an agreeable and supported decision.

Patient Partners' inputs are sought out in designing their participation in the initiative.

The engagement objectives and decision points are clear. Patient partners know where they can influence decisions. Practice creating or reviewing proposed engagement activities with patient partners. Be open to modifying the approach based on their suggestions where you can.

Patient partners have all the information they need to take part in the opportunity.

Not all patient partners are well-versed in the technical aspects of health care. Give them enough support and information so they can take part in a meaningful way.

Update patient partners about how their input is/has shaped the final decision.

Patient partners receive regular updates on how the decision is progressing. This includes how their input and expertise helped shape final decisions. Closing the loop helps show the value of their contributions. It may also increase the likelihood of patient partners giving their time in the future.

Source: Adapted from The International Association of Public Participation (www.iap2.org) "IAP2 Core Values for the Practice of Public Participation." (https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/2017_core_values-24x36_iap2_.pdf)