

Patient Engagement Strategy

Patient Engagement is defined as meeting and delivering on individual patient needs, values, and personalized health goals by offering patient's choice of care delivery, including digitally enabled, virtual care visits, telehealth, and/or digitally enabled self-management.

Patient engagement considers a range of digital options (e.g., online tools, handheld devices) for access to care anywhere approaches, or apps that enable on-demand health and wellness care support.

During the validation, the inspectors should be enabled to understand:

- Governance and team membership
- Digitally enabled care improvement by engagement between providers & patients
- Patient utilization outcomes, patient satisfaction, quality & safety outcomes
- Connection to service improvement team / activities