

Patient and Family Engagement Indicators

P1: Before admission, hospital staff provide and discusses a planning checklist (similar to the Centers for Medicare & Medicaid Services discharge planning checklist) with every patient who has a scheduled admission, and allows for questions or comments from the patient or family.

P2: Hospital conducts shift change huddles and bedside reporting with patients and family members in all feasible cases.

P3: Hospital has a person or functional area (which also might serve other roles in the hospital) dedicated to and proactively responsible for patient and family engagement (PFE) and that systematically evaluates PFE activities (e.g., open chart policy, PFE trainings, establishment and dissemination of PFE goals).

P4: Hospital has an active PFE committee or at least one former patient who serves on a patient safety or quality improvement committee or team.

P5: Hospital has at least one or more patient(s) who serve on a governing or leadership board, or both, and act as patient representatives.