





Patient & Family Engagement Framework



Cultivate partnerships

PHSA Values

Serve with purpose

Partnership

The team partners with individual patients and their families to deliver care services.

Patients & families are as involved as they wish to be in care delivery.

Input

Input from patients & families is sought collectively through advisory committees or groups, formal surveys or focus groups, or informal day-to-day feedback.



Respect people

Dare to innovate

Co-design

A process that involves
the team and the patient & family
working in collaboration to
plan and design services or
improve the experience
with services.