



Peaking Patient Engagement:

A Network to Support Patient and Family Engagement in Colorado Hospitals

Join CHA's Peaking Patient Engagement network that supports hospitals in development of their own Patient and Family Engagement (PFE) programs.

The Four Peaks of Patient and Family Engagement:

- 1. Organizational Decision Making**
(Patient and Family Advisory Committees, Governing Board Roles)
- 2. Clinical Quality Improvement and Safety**
(process improvement, disease-specific protocols)
- 3. Experience Improvement**
(patient satisfaction committees, HCAHPS)
- 4. Engagement In Their Own Care**
(shared decision-making, health literacy, educational tools)

We offer:

- List serve of peers working on PFE
- Toolkits and resources
- Monthly webinars
- Tailored coaching
- Site visits
- Regional meetings
- Statewide networking
- Educational conferences
- Access to national subject matter experts
- Mentorship from hospitals with demonstrated success

Our first path to summit in 2015 is Patient and Family Advisory Councils.

We have developed a Colorado [Patient and Family Advisory Council Toolkit](#) that offers an in-depth explanation of the three levels of engagement—low, moderate and high—and is a guideline for determining what level the facility is prepared to incorporate. Through the use of national tools, educational resources and local success stories, the toolkit offers essential building blocks needed to successfully create and sustain a patient and family advisory council. Click [here](#) for the toolkit.

Upcoming Events

Peaking Patient Engagement – Webinar 1 Establishing a Sense of Urgency

Feb. 25, 2015

Noon – 1 p.m. MST

Dial-in: 1.855.294.3011

Passcode: 744.090.5474#

Click [here](#) to register

Upcoming events and resources will be posted on our website at www.cha.com. To join CHA's Peaking Patient Engagement network and participate in our list serve or request a site visit, please be sure to contact us!

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