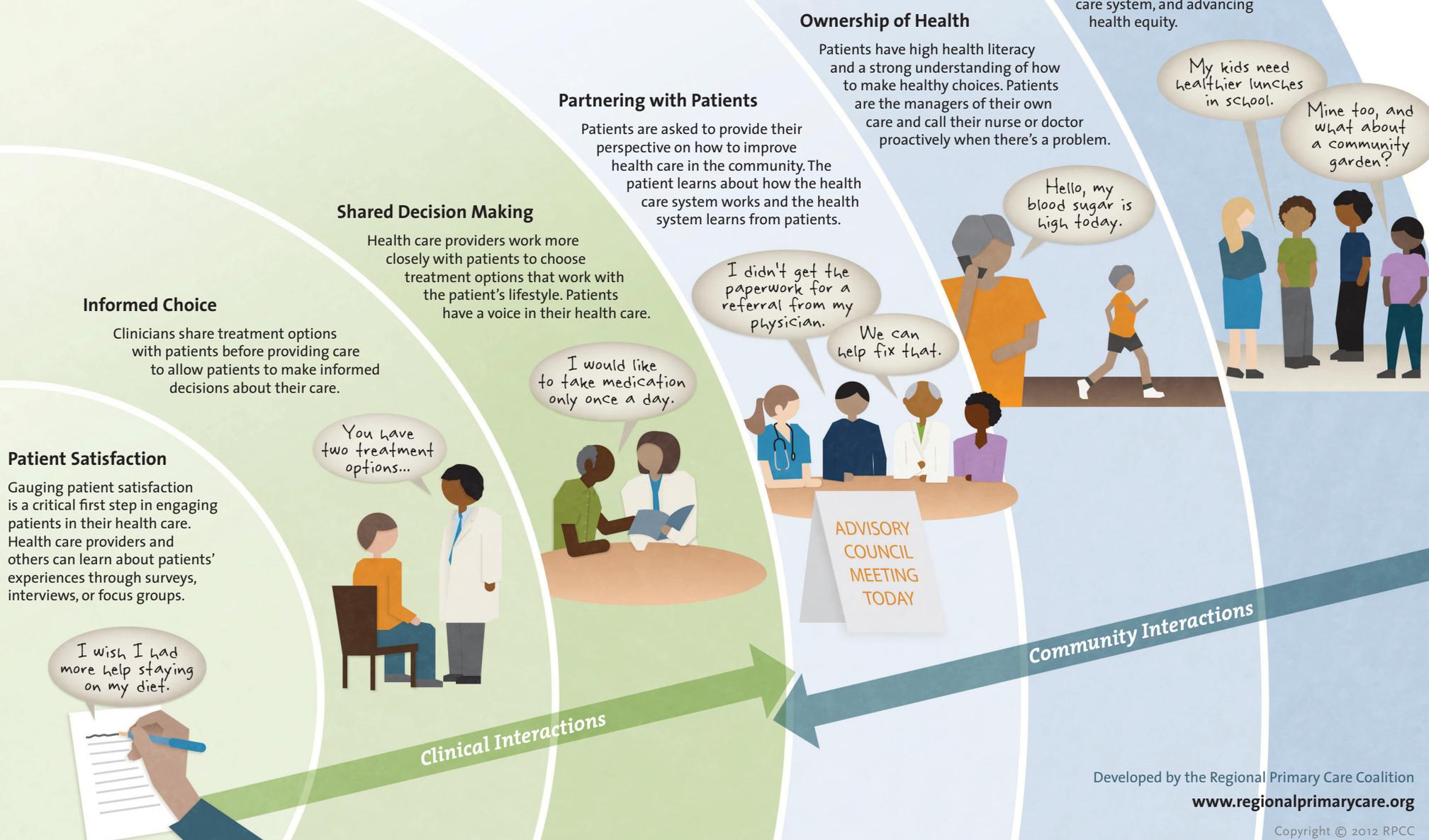


The Dimensions of Patient Engagement

Patient engagement encompasses both clinical interactions with the health care system as well as community interactions with family, friends, and neighbors. Patients may choose to engage at any dimension, but health care systems and communities must enable patients to engage at the most empowering dimensions. Empowered patients can improve the health of communities and lower the cost of care as patients make healthier choices and help their families and communities do the same.



Informed Choice

Clinicians share treatment options with patients before providing care to allow patients to make informed decisions about their care.

Patient Satisfaction

Gauging patient satisfaction is a critical first step in engaging patients in their health care. Health care providers and others can learn about patients' experiences through surveys, interviews, or focus groups.



Shared Decision Making

Health care providers work more closely with patients to choose treatment options that work with the patient's lifestyle. Patients have a voice in their health care.

Partnering with Patients

Patients are asked to provide their perspective on how to improve health care in the community. The patient learns about how the health care system works and the health system learns from patients.

Ownership of Health

Patients have high health literacy and a strong understanding of how to make healthy choices. Patients are the managers of their own care and call their nurse or doctor proactively when there's a problem.

Engaged in Population Health

At this highest level, patients are more engaged in advocating for the health of their communities, e.g., voicing concerns to policymakers, helping others navigate the health care system, and advancing health equity.



Community Interactions

Clinical Interactions