

Quick Tip

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Patient Engagement



Q-Tip #24

- Patient engagement is essential to providing safe and high-quality care
- PRH Patient and Family Advisors are patients, their care partners and community members who share their lived experiences and provide input on:
 - PRH programs, initiatives and projects
 - Patient education materials & hospital policies
 - Hiring panels
- PRH measures patient experience through a number of patient experience surveys & frontline patient rounding
- Our Declaration of Patient Values and Rights sets the expectations for patients of what to expect when they receive care.
- The Patient Relations Office works with clients/families to facilitate resolution of concerns, receive feedback and improvement suggestions

Patient engagement leads to better health outcomes & positive patient experiences!

It's Our Time to SHINE again!



More Information:

www.pemreghos.org/accreditationhub