

ON THE CUSP PRESSURE INJURY SAFETY TOOLKIT

What is Patient and Family Engagement

Patient and family engagement is about forming meaningful partnerships with patients and families in decision making about care and bringing patient and family voices to organizational design and governance. Engaging patients and families leads to improvements in patient safety and quality, better patient experience and satisfaction, increased health professional satisfaction and retention, better health outcomes, and lower health care costs.

What can clinicians do to promote patient and family engagement?

- *Treat patients and families as members of the health care team.*
- *Encourage patients and families to ask questions.*
- *Ask open-ended questions and actively listen to patients' concerns.*
- *Allow family members to participate in bedside cares.*
- *Use the teach back method when providing patient and family education.*
- *Share decision making with patients and families.*
- *Conduct bedside shift change reports with patients and families.*
- *Include patients and families in the discharge planning process.*

What are the benefits of patient and family engagement?

- Better quality of care and health outcomes.
- Greater patient, family, and staff satisfaction.
- Greater attention to individual needs.
- Improved relationships and trust among staff, patients, and families.

How can clinician's use patient and family engagement to reduce pressure ulcers?

- Explain why the skin assessment is conducted and ask about tender areas or discoloration.
- Teach patients and family caregivers to monitor for pressure ulcers.
- Enlist patients and family caregivers to help with repositioning.
- Encourage patients and families to notify staff right away if they notice skin changes.
- If patient is identified as at-risk for pressure ulcers, inform the patient and family about the risk factor(s) and educate them about ways to prevent pressure ulcers.
- Inform patients and families about the role of nutrition and hydration in pressure ulcer prevention, and encourage patients to speak up when hungry or thirsty.
- Encourage patients and family caregivers to use lotion for dry skin and report wet or soiled skin immediately.

