

# Patient Engagement

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WORLD PATIENT SAFETY DAY 2023



**CAHO**

COMMITTED TO SAFER HEALTHCARE




World  
Patient Safety  
Day 17 September 2023



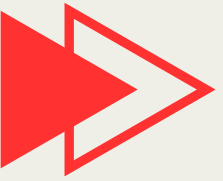
Preventable Medical Errors is the major cause of erosion of trust between medical professionals and community




Research has confirmed proven benefits when patients are recognized and taken as collaborators in their care journey:



On the occasion of WPSD 2023, WHO has appropriately chosen the theme, Engaging patients for patient safety



Many Strategies to engage with patients have been suggested by Accreditation Bodies



CAHO is advocating setting up of Patients Advisory Councils to recognise the voice of patients

**The Patient Advisory Council (PAC)** comprises

individuals with first-hand experience as patients or caregivers. It serves as a platform for patients to voice concerns and influence decision-making.

Valuable Feedback: The insights of patients can be harnessed to tailor services, enhance clinical outcomes, and meet their expectations.

Bridging the Communication Gap: PACs provide an avenue for open, two-way communication between patients and healthcare institutions.

Safety Enhancements: By involving patients, adverse events, medical errors, and potential harm can be better prevented.

# Establishing a PAC: A Step-by-Step Guide



**Step 1: Initiation of the PAC/ CEO Buy In**

**Step 2: Mobilizing the Core Group**

**Step 3: Formulating the PAC Composition**

**Step 4: Selection of Leadership & HCP Rep**

**Step 5: Identifying Patient Family Representatives**

**Step 6: Drafting the PAC Charter**

**Step 7: Training & Orientation**

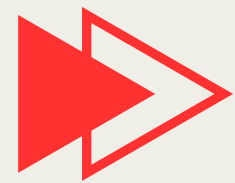


## Launching PAC:

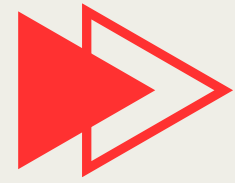
- Size: 2-20 Members
- Ratio: 1 Staff for 2-4 Patient Reps
- Meeting Frequency: 1 In 2 Months:
- Tenure: 2 Years :

Renewal: 2 Terms

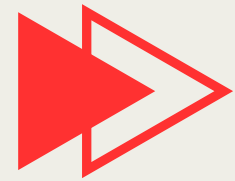
# Role of CAHO



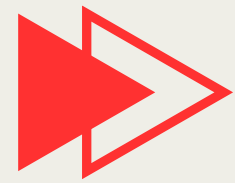
**Awareness and Education:**



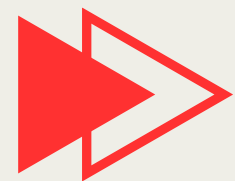
**Guidelines and Best Practices**



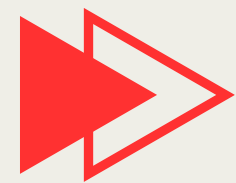
**Training and Capacity Building**



**Building Facilitation and Networking**



**Monitoring and Evaluation:**



**Recognition**





**The success of such councils ultimately depends on the a collaborative effort involving all stakeholders which is crucial to create patient-centred healthcare environments that lead to better health outcomes and enhanced patient experiences.**

**We commit to join hands with PFPSF to take this initiative forward.**

