

## **PART VI: A CHECKLIST FOR ATTITUDES ABOUT PARTNERING WITH PATIENTS AND FAMILIES IN PRIMARY CARE AND OTHER AMBULATORY SETTINGS**

*Use this tool to explore attitudes about patient and family involvement in their own health care and as advisors and/or members of committees and improvement teams. It can be used for self-reflection and as a way to spark discussion among staff and physicians before beginning to work with patients and families as members of quality improvement, policy and program development, and health care redesign teams.*

**Answer and discuss the following questions:**

**At each clinic visit:**

- Do I believe that patients and family members bring unique perspectives and expertise to the clinical relationship?
- Do I encourage patients and families to speak freely?
- Do I listen respectfully to the opinions of patients and family members?
- Do I encourage patients and family members to participate in decision-making about their care?

**At the organizational level:**

- Do I consistently let colleagues know that I value the insights of patients and families?
- Do I believe in the importance of patient and family participation in planning and decision-making at the program and policy level?
- Do I believe that patients and families bring a perspective to a project that no one else can provide?
- Do I believe that patients and family members can look beyond their own experiences and issues?
- Do I believe that the perspectives and opinions of patients, families, and providers are equally valid in planning and decision-making at the program and policy level?

**If you have experience working with patients and families as advisors on committees and teams, answer and discuss these additional questions:**

- Do I understand what is required and expected of patients and families who serve as advisors and/or members on committees and teams?
- Do I help patients and families set clear goals for their roles in these efforts?

- Do I feel comfortable delegating responsibility to patient and family advisors?
- Do I understand that an illness or other family demands may require patients and family members to take time off from their responsibilities on committees and teams?

Adapted from Jeppson, E., & Thomas, J. (1994). *Essential Allies: Families as Advisors*. Available from Institute for Patient- and Family-Centered Care, Bethesda, MD.