Patient Engagement Toolkit

VISN4
CENTER FOR
EVALUATION OF
PATIENT ALIGNED
CARE TEAMS

Who is the Patient Engagement Toolkit for?

The Patient Engagement Toolkit allows Veterans Health Administration (VHA) staff members, including health care providers from a range of levels, to achieve the PACT mission by supporting VISN 4's efforts to properly engage, connect with, and support patients, their families and representatives. This includes best practices for:

- Extended PACT Members
  - Pharmacists
  - Social Workers
  - Psychologists
  - Nutritionists & Dieticians
- Health Behavior Coordinators
- Health Promotion and Disease Prevention Coordinators
- Leadership
- Licensed Practical Nurses
- Medical Support Assistants
- Nurse Managers
- Patient Advocates
- Primary Care Providers & Nurse Practitioners
- Registered Nurses

The Patient Engagement Toolkit also helps distinguish best practices that apply to individual user roles or to multiple VHA staff members, including:

- Individual
- Team
- Clinic
- Service Line
- Facility-wide

Why use the Patient Engagement Toolkit?

The Patient Engagement Toolkit provides tools and best practices for taking care of patients, from before, during, and after their visits. It is designed for VHA staff members to use for a number of activities. These range from providing patients with copies of their most recent labs and active medications at check-ins, to having the Chiefs of departments identify Patient Advocate Liaisons to address and resolve local issues, to requiring regular and as-needed trainings for VHA staff members.

Getting started with the Patient Engagement Toolkit:

View practices, resources, real examples, and quotes from staff and patients. Review all of the content, isolate specific portions or filter by topic. Choose items to keep in the Toolbox. Then extract it.

View detailed PE Toolkit instructions on using the various functions of this Toolkit (including the Toolbox), click the Toolkit Help button at the top of the Toolkit. For further help, you may contact us by email.

Toolbox content is not saved. Closing this page clears Toolbox content and selections permanently. Collect and manage Toolbox content before closing this page.

How the Patient Engagement Toolkit Works:

You can scroll down to review all Toolkit items, including quotes from real VHA staff members who are using these best practices, or filter your results by topic. Simply make selections from the Job Role, Managing Health Care System, Level of Effort, Clinical Activity, Clinical Activity, Type of Patient Involvement, Mode of Interaction and/ or Patient-centered Care Solutions categories by clicking the box to the left of each choice. The applied filters will display your selected best practices in the Toolbox below. You can "KEEP" chosen information by clicking on the box to the right of the item and scrolling to the bottom of the page. You can print the desired information, email it to yourself or clear the toolbox.

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