

Maine Quality Counts - Consumer/Patient Engagement Framework

Patient/Consumer Interest	Patient/Consumer Role	Options for Involvement	Supports Needed	Key Characteristics/ Skills
Level A: <ul style="list-style-type: none"> Improve one's own health Improve health of family member 	Active partner in care	<ul style="list-style-type: none"> Engage in self-management, goal-setting Participate in shared decision making Participate in Living Well program Participate in support group Participate in health-related social networking site 	<ul style="list-style-type: none"> Evidence-based guidelines on recommended treatments, goals (e.g. Pathways) Living Well program (group, online) Information on action steps, trusted support programs 	<ul style="list-style-type: none"> Self-awareness re: personal role in managing health Ability to identify, communicate treatment preferences Willingness to communicate with care team
Level B: <ul style="list-style-type: none"> Get information to make informed choices about care 	Active partner in care	<ul style="list-style-type: none"> Access GetBetterMaine and other info on health care quality, costs 	<ul style="list-style-type: none"> Trusted information on health care quality & costs Resources to answer questions 	<ul style="list-style-type: none"> Desire to seek out information Ability to distinguish between valid & erroneous information sources Ability to discuss choices, ask questions
Level C: <ul style="list-style-type: none"> Work with others to help improve their health 	Peer supporter	<ul style="list-style-type: none"> Serve as Living Well instructor Serve as peer-to-peer support, mentor 	<ul style="list-style-type: none"> Training programs Peer support 	<ul style="list-style-type: none"> High degree of empathy Good communicator Ability to maintain confidentiality
Level D: <ul style="list-style-type: none"> Work directly with health care providers to help improve the delivery, quality, experience of care 	Practice Change Advisor	<ul style="list-style-type: none"> Work with primary care practice redesign team ("Practice Partner") Serve on health care Patient Advisory Council (e.g. for primary care practice, hospital) 	<ul style="list-style-type: none"> Training programs (e.g. mtg facilitation, leadership, knowledge, QI methods) Peer support & coaching 	<ul style="list-style-type: none"> Commitment to improve care and value team goals over individual interests Ability to maintain confidentiality Desire to gain knowledge re: health care quality Comfortable articulating patient insights & bringing patient feedback to improvement team Receptive to views of others Good communicator

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<p>Level E:</p> <ul style="list-style-type: none"> • Work with stakeholders to drive system, policy, payment changes to transform care 	<p>Policy advisor, champion for change</p>	<ul style="list-style-type: none"> • Serve on QC Board • Serve on QC Consumer Advisory Council 	<ul style="list-style-type: none"> • Training programs (e.g. mtg facilitation, leadership, knowledge, QI methods) • Peer support & coaching 	<ul style="list-style-type: none"> • Commitment to improve care and value team goals over individual interests • Foundational understanding of health care quality • Ability to seek out & synthesize information on complex topics • Receptive to views of others • Excellent communicator • Ability to problem-solve in inclusive manner that addresses issues from myriad of perspectives