Leadership & Professional Development: Engaging Patients as Stakeholders

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“We have experienced this benefit at our institution. For example, before implementing an inpatient addiction medicine consult service, we asked hospitalized patients struggling with addiction about their needs. The patient voice highlighted a lack of trust for hospital providers and led directly to the inclusion of peer-recovery mentors as part of the consulting team.3

Many organizations, including our own, have instituted a patient/family advisory committee comprising former patients and family members who participate voluntarily in projects and provide input. This resource can serve as an excellent platform for patient involvement. At the University of Michigan, the patient and family advisory council provides input on every major institutional decision, from the construction of a new building to the introduction of a new clinical service. This “hardwired” practice ensures that patients’ voices and views are incorporated into major health system decisions.

In order to engage patients as stakeholders, we recommend: (1) Be sensitive to the power imbalance between clinicians and patients and recognize that hospitalized patients may not feel comfortable providing direct feedback. (2) Familiarize yourself with your institution’s patient/family advisory committee. If one does not exist, consider soliciting responses from patients via interviews and/or postdischarge surveys. (3) Deliberately seek the opinions, experience, and values of patients or their representatives. (4) For projects aimed at improving patient experience, include patients among your key stakeholders.

Involving patients as stakeholders requires effort; however, it has potential to reap valuable rewards, making healthcare improvements more effective, inclusive, and healing.

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References

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Identifying stakeholder pressure points in a project, such as shortfalls in commitment, inadequate influence, lack of institutional power and poor communication. Providing an opportunity for multiple views and opinions within the project to be understood and evaluated. Predicting how potential recommendations would affect stakeholders and being very clear about who would be involved in implementing the project. By categorizing a stakeholder as a blocker it is very easy to create a negative mindset toward that person. Project teams should think about developing and supporting stakeholders, not criticizing them. Development plans for stakeholders. As stated earlier, it is vital to have development plans for key stakeholders. Leadership Development Framework. Leadership Development Framework. Developing leadership, wherever you are. January 2015. Building these leadership behaviours can not only aid personal and professional development, but also ensure the unique skills and knowledge of pharmacists and pharmaceutical scientists are optimised to improve the effectiveness of teams and organisations, quality of work and, ultimately, improve patient care and outcomes. A consistent approach to leadership across the profession is required in order to achieve this. The Leadership Development Framework (LDF) has been created to provide uniform development of leadership behaviours for all pharmacists and pharmaceutical scientists. A practical guide for developing leaders as they progress from managing 1 to 300 people. Jenilee Deal. Follow. You have mastery of the foundational skills of working in a professional setting, including being responsible, reliable, hardworking, organized, communicative, and collaborative. You also tune into the norms of your company culture and adapt your working style appropriately. Leading a team. Engaging Stakeholders. Including Parents and the Community to Sustain Improved Reading Outcomes. Welcome. Dr. Paine directs professional development and outreach services to schools and districts to improve academic outcomes for students. Prior to joining the University, Dr. Paine was an elementary school principal for 22 years. Mr. McCann has provided technical assistance in school improvement to state, district, and school leaders in the Mid-Atlantic region for a number of years. Who are the stakeholders? Why involve stakeholders? What does it take to engage stakeholders? 4. Engaging Stakeholders in Education. To what extent can parent and community involvement impact student success? 6. Leadership & Professional Development: Engaging Patients as Stakeholders. J Hosp Med. 2020 Jul;15(7):411-411. doi: 10.12788/jhm.3353.