

# FIVE METRICS FOR PATIENT AND FAMILY ENGAGEMENT

The Centers for Medicare and Medicaid Services developed patient and family engagement metrics across all levels of hospital care that are aligned with AIR's conceptual framework for patient and family engagement.



## Metric 1

### Preadmission Planning Checklist

Hospital has a physical planning checklist that is discussed with every patient who has a scheduled admission.

Point of Care



## Metric 2

### Shift Change Huddles or Bedside Reporting

Hospital conducts shift change huddles or bedside reporting with patients and family members in all feasible cases.



## Metric 3

### Designated Parent and Family Engagement Leader

Hospital has a designated individual (or individuals) with leadership responsibility and accountability for parent and family engagement.



## Metric 4

### Patient and Family Advisory Council or Representatives on Hospital Committee

Hospital has an active Patient and Family Advisory Council or at least one patient who serves on a patient safety or quality improvement committee or team.

Policy & Protocol



## Metric 5

### Patient Representative(s) on the Board of Directors

Hospital has one or more patient(s) who serve on a governing and/or leadership board as a patient representative.

Governance