

PATIENT SAFETY AND QUALITY BULLETIN

How to bring the Power of the Patients' Voices into Your Project

SingHealth Duke-NUS Institute for Patient Safety and Quality (IPSQ), Singapore

Engaging patients and families in your project is the first step in transforming healthcare. Patients' perspectives can be very different from that of a healthcare professional. It can point out real gaps in the system. As a healthcare professional who works with patients and families all the time, you may feel that you are able to work out what patients and families need but you may not know fully until you have walked in their shoes.

Why is it important for patients/families to be part of your project?

1 DIFFERENT PERSPECTIVE

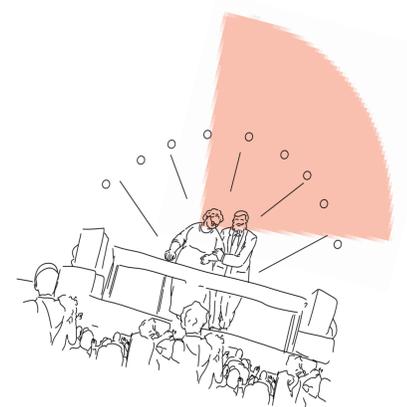
Many patients/families experience healthcare from a vulnerable state because of their fears, anxieties and worries, whereas healthcare professionals tend to view healthcare in a more rational and functional perspective.

2 END-USER ENGAGEMENT

For any project where the end users are the patients/families, it is valuable to have them onboard to provide input from the user perspective.

3 BLIND SPOTS

Patients/families provide different perspectives which can help you to address any blind spots in your project. This can help to create more value in your project.



How do you engage patients/families in your project?

Step 1 :

Before you commence on your project, think about how patients/families can be part of your project as: **Sounding** board, **ideation** partner, product **tester**, contribute patient **insights**, team **member**

Step 2 :

Recruit wisely based on the project **objective** and the **role** you will like the patient/family to play.

Step 3 :

Empathise with patients/families by understanding their perspectives and experience through insight gathering methods, such as:

- Interviews
- Focus Groups
- User Observations / Shadowing
- Journey Mapping
- Journaling



Step 4 :

Show your respect by creating an open and conducive environment. **Building trust** is important!

Step 5 :

Ask the **right questions**.

Step 6 :

Listen, discuss and have honest conversations.

Conversations can bring forth solutions and new insights for all parties.

Step 7 :

Patients/families can provide valuable user input and do **user testing** before your new initiative goes "live".

If you'd like to engage patient advocates from the SingHealth Patient Advocacy Network (SPAN) in your improvement journey, please complete the collaboration form and email to partnersincare@singhealth.com.sg



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FORM ATTACHED

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