

## **NHPCC Quality Improvement: Patient and Family Engagement Sample Aim Statements**

### **Overview**

Below are sample Aim Statements from Regional QI Work in Patient and Family Engagement, based on work contributed by the NHPCC QI Work Group during the 2019/2020 grant year.

- We aim to increase the number of patients with PCPs on file in the medical record by 40%, from 113 to 158 patients, by Dec. 31, 2020. We aim to achieve this goal by asking patients for this information during reminder calls, increasing our inquiries from 0 to 80% of patient phone interactions by July 30, 2020.
  
- We aim to include families' input into planning a family support day by increasing patient and family engagement in patient support activities by 60%, from zero to 56 families, by July 30, 2020. This engagement will be defined as actively providing input to our planning process, by commenting on our family support day ideas as well as providing their own ideas for the day.
  
- We aim to increase patient engagement through a series of improvement projects related to motivational interviewing and clinic flow. Measures of success will include:
  - Number of Center for Bleeding and Clotting Disorders staff completing motivational interviewing. Baseline: 0%; 2020 Goal: 15%
  - Number of weeks with less than 20% wait time between providers during comprehensive clinic. Baseline: 70%; Goal: 72%
  - Positive response to the National Research Corporation Health Patient Experience question "I had enough input/say in care". Baseline: 80%; Goal: 82%