Understanding the strategy and role of ‘Engaging and empowering people’ in departments at
WHO Geneva Headquarters

**Purpose:** To gain knowledge on whether and how WHO programmes engage and empower people in health care

**Background:**

Patient and people engagement and empowerment lead to better health outcomes, better care, better patient experience and lower costs to health systems. People can make informed decisions, choose appropriate treatment options, participate in co-production and better able to seek health services and interventions timely and appropriately if they understand health information, treatment options, implications, take promotive and preventive actions and better able to articulate their needs, preferences and values more clearly.

Building on its successful Patients for Patient Safety (PFPS) Programme, an approach on engaging for patient safety, the Service Delivery and Safety (SDS) is developing a WHO global framework on patient and family engagement. The Framework aims to support the implementation of the WHO global strategy on people-centred and integrated health services (PCIHS) and facilitates the efforts for quality universal health coverage. That is it aims to encourage health professionals to engage and facilitate patients and people to take an active role in their health care.

SDS, in collaboration with the Gordon and Betty Moore Foundation, a not-for-profit US based organization, is developing a global framework on patient and community engagement. As patient engagement is a priority in SDS, PFPS is conducting a mapping of patient engagement within WHO to gain better understanding of how other programmes engage and empower in their programmes and projects.

**Expected output:** The findings will help inform the development of the Patient and Family Engagement Framework and facilitate the implementation of the PCIHS. Your responses may be used in relevant reports, but it will be at aggregated level and that the information will not identify any participants.

**Methods:** We would like to have a short interview to explore your thoughts regarding patient, family and community engagement in your department or current projects. A short, 15-20 minute face-to-face interview will be conducted by appointment at a time and place of your convenience.

**Questions:**

1. In your current role, does your program/project directly engage with patients/families/communities/patient advocates? If not, how could they be involved?
2. What will motivate you to involve patients/families/communities? What value-added can such engagement bring to your program or project?
3. What qualities or attributes should patients/families/communities embody to make their engagement easier and more effective for you?
4. In your opinion, what does meaningful engagement look like?
5. In your opinion, how should we measure whether the engagement is meaningful and/or effective?
6. In your opinion, what are the barriers or challenges in engaging with patient/family/community?
7. What tools and resources do you have for engaging and empowering patients, families & communities?
8. What can WHO do to encourage/ensure further improved and meaningful engagement?
9. Could you suggest any other members of your department who may work on engagement and empowerment?

Any comments or any case studies to share will be welcome.

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