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**Developing a conceptualized framework for understanding and evaluating patient engagement in health care services**

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**Introduction**

With the growing number of people live with long-term conditions, multi-morbidity, and frailty that brought great burdens to health care system around the world. Recently, an increasing body of evidence shows that promote patient engagement can lead to good care quality, great cost efficiency, and superior population health. However, the definitions of patient engagement and conceptions of how it be evaluated and improved are considerably ambiguous and varied.

**Objectives**

The aim of this article is reviewing the conceptual and empirical literature and proposing a framework mainly based on patient engagement evaluation and analysis.

**Methodology**

This research is based on a secondary analysis of data obtained from the "Follow-up studies of HA 2010 PSS, report on patient engagement study" survey by School of Public Health and Primary Care, CUHK. Focus group discussion was adopted to find out the views on patient engagement from both medical staff and patients. There are five focus groups with medical staffs (15 doctors and 22 nurses) working in the medical department and five focus groups with patients (17 males, 16 females) who were discharged from the medical department were held. Each group consisted of participants from the same HA geographical cluster in order to ensure coherent discussion.

**Result**

A framework contains different engagement levels through various stages of disease process has been established. Our framework defined the form of patient

engagement is a continuous relationship and should be ranging from fundamental information access to the highest share partnership. And we also believe that patient engagement can occur across the disease diagnosis to disease treatment and to rehabilitation and health maintenance process. We also discuss what and how various factors that influence patient engagement from different level to different stages. We indicate that the implications of our multi-level framework for the developments of interventions and measurements for supporting and evaluating patient engagement, and offer new perspective to reflect and improve the patient-centered care.