Figure 1. Proposed goal and activities for the DFCM Patient and Family Engagement Specialist over the next 1-3 years

Goal: Build a culture of patient engagement within the DFCM and increase the capability of DFCM faculty, staff, learners, and clinical teams to effectively engage patients that are representative of the communities we serve

A. Develop, collate, and share new and existing resources to support engagement

- Collate a toolbox of practical resources for primary care clinicians
- Develop patient-facing communication to explain the DFCM sites and programs and prepare them as advisors
- Design and deliver educational sessions to DFCM faculty, staff, learners, and clinical teams on patient engagement

B. Provide support to DFCM faculty, staff, learners, and clinical teams to learn from best practices and each other

- Provide ongoing consultations with DFCM faculty, staff, learners clinical teams as needed
- Share patient engagement stories and tips through a regular column in the DFCM newsletter
- Build connections between dedicated patient engagement staff and patient partners who work at different sites or programs

C. Work with the post-graduate program to advance patient partnership in the DFCM residency training program

- Support an environmental scan and review of the literature to understand how other post-graduate programs engage patients
- Develop patient-facing materials that describe the role of the resident in clinical care
- Propose potential paths forward to engage patients in curriculum design, curriculum delivery, resident evaluation, and optimizing care delivered by residents at DFCM sites

D. Develop and support a DFCM patient pool and advisory committee

- Recruit active DFCM patients from across DFCM sites to form a patient and family advisory committee and patient pool of advisors that support central or cross-site DFCM activities
- Work with the patient pool and advisory committee to support improvement work and patient experience across sites