

FROM INSIGHT TO IMPLEMENTATION

THE “WHAT CHANGED?” TEST

Five questions for meaningful patient involvement

Before calling patient involvement meaningful, ask whether it actually influenced what happened next.

01

WHAT DID WE HEAR?

What did patients and caregivers actually tell us? Was the insight clear enough to act on?

02

WHAT CHANGED?

What decision, design, process, communication or practice changed as a result?

03

WHO STAYED INVOLVED?

Were patients involved in developing the solution - or only in identifying the problem?

04

WHAT DID PARTICIPATION COST?

Did we consider time, accessibility, technology, emotional labour and financial burden?

05

HOW WILL WE KNOW?

How will we measure the difference - and report back to the people who contributed?

**Patient involvement is not the outcome.
Change is the outcome.**



PiCC[®]
UNITED