

Mindset Matters: Patient Experts' tips and tools for scientists to enhance meaningful engagement of patients as co-investigators

Ann Blair Kennedy; Jaime Fivecoat; Melanie Cozad; Pam Evans; Kait Crosby; Mary McCarthy; Peggy Wagner; Cole Brown
 University of South Carolina School of Medicine Greenville; University of South Carolina Patient Engagement Studio; University of South Carolina Arnold School of Public Health

Background

Multiple frameworks have described ways to create meaningful engagement with patient research partners. These frameworks generally include a supportive environment, role clarity, and patient qualities. These frameworks rarely discuss researcher mindset to enhance engagement. In this panel presentation, the patient experts and researchers with the Patient Engagement Studio (PES) will discuss how mindsets around scientific communication, collective, and growth can enhance positive interactions and engagement with patient research partners. With more than four years' experience reviewing research projects, the PES has identified specific attitudes and behaviors which enhance engagement. Through this work clear links to different mindsets were identified.



Mindsets

Scientific communication mindset

- Lay person language
- Clarify and explain difficult concepts
- Effective non-verbal communication

Collective mindset

- Focuses on group achievement
- Fosters relationships
- Reflect on engagement process

Growth mindset

- Seeks improvement
- Practices active listening
- Requests feedback and critique

Tools and Processes

Through the identification of these mindsets, PES has constructed tools and processes to assist researchers in creating meaningful engagement. The three main tools and processes are as follows:

1. PES staff meet with researcher/research team to clarify expectations and prepare for meeting with patient experts
2. We provide a patient-designed power point template to create presentations with information requested by patient experts
3. We create a final report for the research team.

Scan the QR code or click this [link](https://tinyurl.com/y7qohvof) for a folder with the template for the presentation, for the final report template, and a copy of the poster.



<https://tinyurl.com/y7qohvof>

Lessons Learned

Researchers need guidance on how to meaningfully engage with patients on research teams. This guidance should include practical templates for presentations and reports, as well as tips to successfully interact with patient research partners. These tips should provide best practices for communication, attitudes, and behaviors.