

# LEADING CHANGE TOOLKIT™

TO HELP CHANGE AGENTS AND  
CHANGE TEAMS MAKE LASTING  
IMPROVEMENTS IN HEALTH CARE

## Appendix 13: Eligibility criteria for the Engaging persons with lived experience literature search

### Table of Inclusion Criteria

Timeline	2010 to January 2020
Language	English
Availability	Accessible for retrieval
Population and context	Persons/families/communities engaging with health-care providers/staff in any health setting Any geographic setting
Intervention/Phenomena of Interest	Strategies/approaches/tools used for engaging persons/families/communities in a health setting
Outcomes	Effective engagement, in the context of implementing best practices in a health setting
Types of Studies	No limit but must be peer-reviewed

### Table of Exclusion Criteria

Articles were excluded if they:

- did not meet the inclusion criteria;
- included a context outside of a health setting;
- focused on person/family/community engagement within a research setting;
- focused on person/family/community engagement at the individual level of care; and/or
- focused on person/family community engagement and guideline development.