



Metric		Tool (for number correspondence, see Table 1)																						
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Preconditions for engagement metrics	Organization or system rewards staff participation in engagement									√														
	Staff readiness and attitudes towards engagement		√		√	√			√	√	√						√					√		
	Staff have formal job responsibilities related to engagement																					√		
	<b>** Participation:</b>		√√			√	√√	√		√	√			√	√	√		√		√				√
	Activeness of participation													√										√
	Equality of participation (among P2C2 participants)		√			√	√							√						√	√			
	Attendance of engagement participants														√									
	Regularity of meetings									√					√	√		√		√				
	P2C2 participants' readiness and attitudes towards engagement		√			√	√	√																
	<b>** Tailoring the engagement to P2C2 participants</b>																√							
	Cultural beliefs and practices																√							
	<b>P2C2-initiated engagement</b>		√																					
	<b>** Recruitment and membership:</b>			√											√	√√	√	√	√	√		√	√	
	Method of recruitment			√											√	√		√	√	√		√	√	
	Number of P2C2 members and P2C2 versus non-P2C2 participant ratio														√	√		√	√					
	Time or terms mandate for membership														√									
<b>** Representativeness and accountability:</b>		√	√		√					√			√	√		√	√	√		√	√			
Constituent representativeness and accountability		√	√										√			√					√			
Democratic representativeness		√											√											
Diversity representativeness			√		√					√						√				√	√			

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	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
<b>** Resources provided to P2C2 participants</b>	√√		√		√	√√		√√	√	√		√	√	√√		√	√√	√	√√	√√	√√	√	
Childcare														√		√	√	√		√	√		
Financial support					√	√							√	√		√	√	√			√		
Meals and refreshments																		√			√		
Transportation and parking						√								√		√	√	√		√	√		
Translation support																		√			√		
Meeting place tailored to P2C2 participants																		√			√		
Meeting time tailored to P2C2 participants																			√		√		
Support from other P2C2 participants								√						√		√	√				√		
Support for disseminating results of the engagement					√					√		√		√			√	√			√√	√	
Staff support of P2C2 involvement in engagement	√					√		√√	√				√	√		√	√		√		√		
Use of a broader P2C2 needs and strengths assessment to support P2C2 representatives in their decision-making			√																				
Feedback from P2C2 complaints																							√
Unbiased, jargon-free information on which to make decisions	√												√	√			√	√		√			
<b>** Training (for P2C2 participants)</b>								√√					√	√	√	√	√	√	√				
Presence of training													√		√	√							
Quality of training								√√						√	√								
Scope of training														√	√			√					
<b>** Training (for staff)</b>									√	√		√				√						√	
Quality of training																						√	
<b>Respect</b>						√										√				√			
<b>Transparency of the decision-making process</b>																				√	√	√	√
<b>Trust</b>							√													√			
<b>Level of participation</b>													√										√
Filled out by: External Evaluator	E		E										E		E			E				E	
Leader**		L		L	L	L	L	L	L	L	L	L		L	L	L	L		L		L		L
P2C2 representative***		R			R	R	R	R	R	R	R						R		R	R			

P2C2 - patient, public, consumer and community.

KEY: √ 1-3 instances, √√ 4-14 instances, √√√ 15 or more instances of coding.

\* Row includes instances of items coded only into the outcome metric category when further specification was not possible.

\*\* Row include instances of items coded only into the subdomain when further specification was not possible.

\*\*\* Individual coded items could be asked of only leaders, only representatives or both; data shown are for tool as whole.

Metrics absent from all tools include:

- Formal power: 1) P2C2 participants are protected from organization retaliation; 2) P2C2 participants have veto power in decision-making.
- Participation: 1) debate intensity; 2) attendance of P2C2 participants who are minorities; 3) substitution of P2C2 participants among attendees.
- Tailoring the engagement to P2C2 participants (needs or beliefs): 1) individual mental health needs; 2) individual health needs.
- Recruitment and membership: 1) consistency of membership (turnover); 2) participants' neutrality; 3) literacy of P2C2 participants.
- Representativeness and accountability: representative legitimacy (non-democratic).
- Resources provided to P2C2 participants: 1) accommodations; 2) meeting facilitator; 3) support from patient advocacy groups or organizations.
- Training for P2C2 participants: training provided is independent of the organization or system (in content or financing).
- Legitimacy of decision-making (an individual subdomain under aggregate process metrics domain).