

Family Engagement on Quality Improvement (QI) Teams

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WHY FAMILY ENGAGEMENT???

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Families Offer a Unique and Valuable Perspective



Family Engagement

National Family Voices recognizes that **“meaningful family engagement at all levels – including at the systems level where existing policies, programs, and services are created or amended – has the potential to be a powerful catalyst for reducing system fragmentation, removing barriers to health care, and improving quality of health care.”**

Excerpted from “A Framework for Assessing Family Engagement in Systems Change”, Lucile Packard Foundation for Children’s Health, April 2018



Collective Knowledge is Powerful

Family Representative Team Members share a broad family perspective with providers, to help them see through the eyes of patients and family members.

Health Care Team Members share knowledge about providing care, how their system functions, and strive to represent the diversity of views of other providers.



Family Partnership Principles



REPRESENTATION



TRANSPARENCY



IMPACT



COMMITMENT

*Excerpted from “A Framework for Assessing Family Engagement in Systems Change”,
Lucile Packard Foundation for Children’s Health, April 2018*



Representation



- Inclusion from the beginning of the project
- Reflect the diversity of the community
- Partner with family-led and community-based organizations

Transparency



- Provide access to relevant information
- Practice partnership in all parts of the process



Impact



Identify what has changed (*will change*) and what the organization system of care is doing differently because families were (*are*) involved

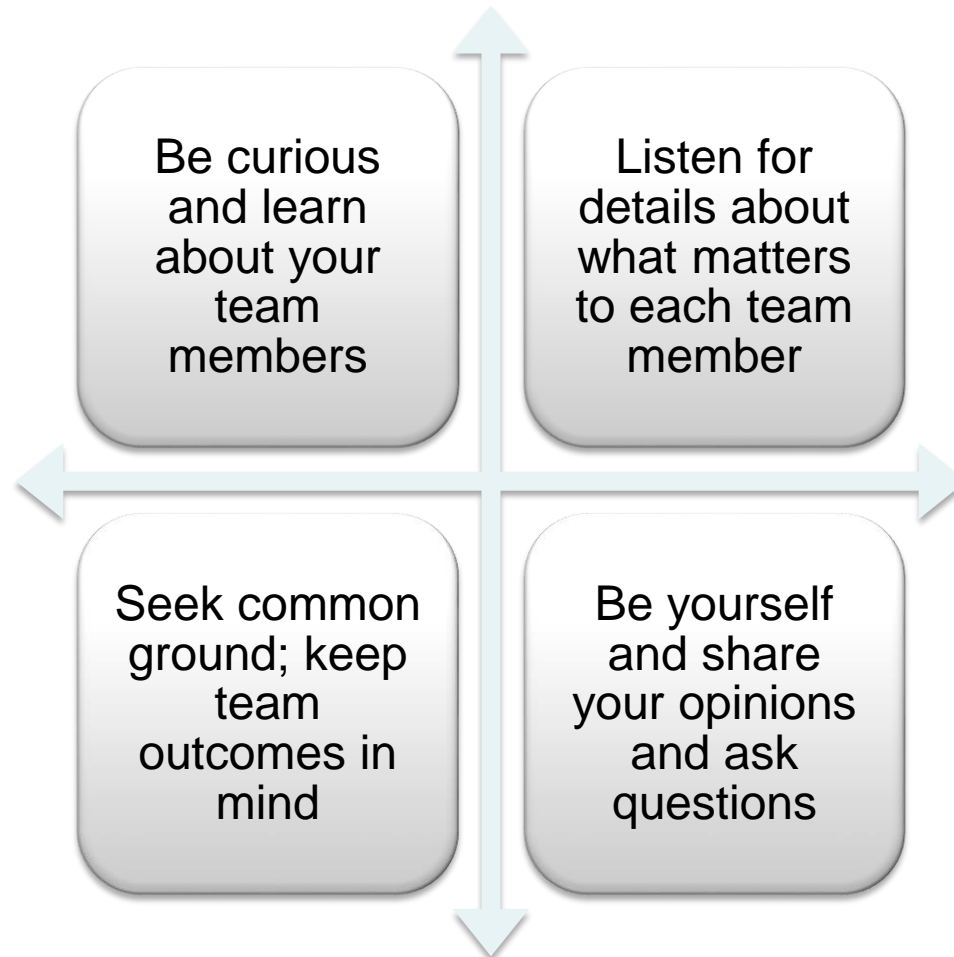


Commitment

- Promote engagement as a core value
- Establish engagement at all levels, in all systems of care
- What supports do families need to be/remain involved?



Qualities of Successful Team Members



Responsibilities of Successful Team Members



What Makes a Team Work Well Together?

- “Solution focused” – keep your eye on the end game
- All have equal input to decisions and co-design
- Know that conflict is bound to happen; clarity on who makes final decisions
- Using experience and knowledge of the individuals to contribute to group
- The passion to improve the health care experience for all: patients and providers

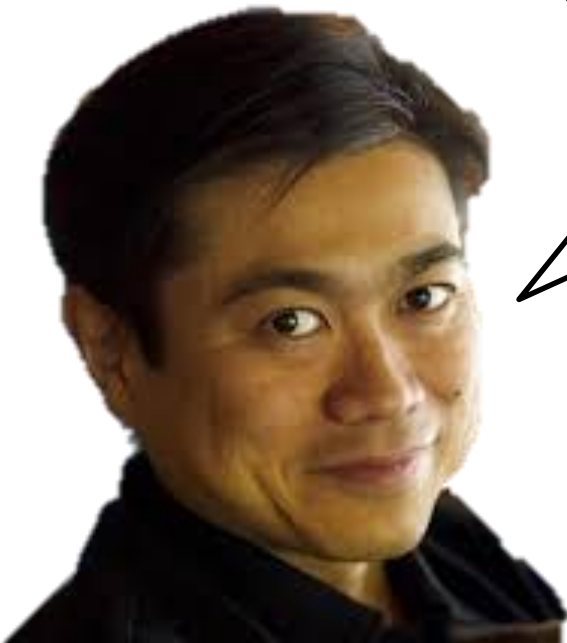


I am worried that if I
make negative
comments about our
services at the clinic, I
will damage my
relationships with our
doctor.



I don't want families to
know about our
problems or mistakes!






These medical professionals aren't going to listen to me, I'm just a parent, they all have PhDs.



If we allow parents on our team, they will just complain about random unrelated stuff.





I don't know
enough about how
this clinic runs it's
business; much
less about medical
procedures or
policies.



What if these
parents hear
about issues we
have here at our
clinic and then go
out and start a law
suit against us?





I don't know that I can afford to go to these meetings. I would have to find childcare and transportation. This takes time away from other things in my life.



How can one or two
parents actually
represent the thoughts
and ideas of all of our
patients?



Team Story from the Field

*Sharing experiences from the
Quality Improvement Team at
American Family Children's Hospital*



Resources for Teams

“Team Engagement for Quality Improvement Welcome Booklet”

Family Representative Calls

Regional Centers for CYSHCN

Family Voices of Wisconsin

Parent to Parent of Wisconsin



The background is a vibrant, abstract composition of overlapping, semi-transparent shapes in various colors including orange, yellow, green, purple, blue, and red. The shapes are mostly organic and rounded, creating a sense of movement and depth. The text "Thank you" is centered in a bold, purple, sans-serif font.

Thank you

