Family Engagement on Quality Improvement (QI) Teams

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WHY FAMILY ENGAGEMENT???
Families Offer a Unique and Valuable Perspective

- We are creative and resourceful and have good ideas.
- We live the system – we know what works and what doesn’t work.
- We can see inconsistencies that professionals may not see.
- Our expertise is critical to improving services and utilizing resources most effectively.
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.”

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

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

- Be curious and learn about your team members
- Listen for details about what matters to each team member
- Seek common ground; keep team outcomes in mind
- Be yourself and share your opinions and ask questions
Responsibilities of Successful Team Members

- Willingness to share insights and experience -- using experience and knowledge to inform discussions
- Be welcoming; explain acronyms and avoid jargon.
- Speak up if the meeting is not staying on track
- Ability to see beyond personal experience / opinion and seek other providers’ and family’s ideas
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
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<th>Resources for Teams</th>
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<td>“Team Engagement for Quality Improvement Welcome Booklet”</td>
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<td>Family Representative Calls</td>
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Thank you