

STEP ONE

EXAMINE THE ROLE AND BENEFITS OF FAMILY HEALTH PARTNERS



Activities and the role of Family Health Partners

TO LEARN MORE ABOUT CREATING A PFAC FOR YOUR MEDICAL PRACTICE, DOWNLOAD THE PFAC TOOLKIT.

Along with contributing to system-level changes as part of a quality improvement team, Family Health Partners provide vital support to families that enhances the patient and family experience.

Family Health Partners assist the medical home in supporting families by:

- Hosting information workshops and resource fairs
- Developing resource materials and bulletin boards promoting community services and programs
- Building community connections for families, including making referrals to community resources
- Gathering practice-wide input from families by creating surveys or hosting focus groups
- Informing families in the practice of quality improvement activities
- Creating and facilitating a practice patient and family advisory council (PFAC)

Activities and the role of Family Health Partners

As a systems-level partner, a Family Health Partner successfully contributes to all levels of practice improvement by:

- Supporting clinical partners and care teams in refining the delivery of health services at the practice
- Evaluating how the practice responds to families and identifying areas for improvement (see Step 3 Discovery Shopping)
- Regularly attending practice staff meetings to reinforce the voice of families in improvement efforts
- Providing instructive suggestions for family-centered process flow and operational improvements
- Initiating testing for small cycles of change (see Step 3 Plan/Do/Study/Act-PDSA) to assist the practice in meeting quality improvement goals
- Promoting spread of quality improvement gains within the practice, any affiliated health organizations (if applicable) and to broader external systems of care
- Contributing to the design of patient portals and other interfaces between families and the care team
- Advising on family education materials relevant to family needs
- Helping to design office space that meets the needs of patients and families