

# STEP FIVE

## EVALUATE, SUSTAIN AND IMPROVE FAMILY ENGAGEMENT

CHECKLIST FOR INVOLVING FAMILIES as Advisors and Partners in Medical Home	We are not doing well	We are doing ok	We are doing very well	Examples
We recognize that patients and family members bring unique perspectives and expertise to medical home transformation and quality improvement activities.				
We seek to involve families who reflect the racial, ethnic, cultural and socioeconomic diversity of families currently served by our practice.				
We use a variety of strategies to identify and recruit families to partner in our practice's medical home transformation and quality improvement.				
We have developed a range of ways for families to advise on patient- and family-centered care and services in our medical home by: <ul style="list-style-type: none"> <li>Offering activities that engage other families, such as patient family advisory councils and/or focus groups</li> </ul>				
<ul style="list-style-type: none"> <li>Having families conduct trainings in staff orientation and in-service programs</li> </ul>				
We offer our Family Health Partners the following: <ul style="list-style-type: none"> <li>Clear expectations about their role and responsibilities in the practice</li> </ul>				
<ul style="list-style-type: none"> <li>Thorough practice orientation</li> </ul>				
<ul style="list-style-type: none"> <li>Training on medical home and quality improvement</li> </ul>				
<ul style="list-style-type: none"> <li>Compensation commensurate with their contribution to quality improvement</li> </ul>				
We provide training to staff and families on working collaboratively on quality improvement.				
We offer Family Health Partners these meaningful ways to participate in QI activities: <ul style="list-style-type: none"> <li>Identifying needs of family in practice and areas of gaps in service</li> </ul>				
<ul style="list-style-type: none"> <li>Designing policies to address needs and gaps</li> </ul>				
<ul style="list-style-type: none"> <li>Implementing new policies</li> </ul>				
<ul style="list-style-type: none"> <li>Assessing and evaluating new policies that meet the needs of families and address gaps</li> </ul>				
We demonstrate appreciation for the contributions that families make to our medical home transformation and in our quality improvement activities.				
We recognize family commitments may impact Family Health Partners' participation at times and offer alternatives to continue engagement.				
Our Family Health Partners are supported by the practice liaison and provider champion.				

This checklist was adapted from the following resources: *Essential Allies: Families as Advisors and Developing and Sustaining a Patient and Family Advisory Council*, both published by the Institute for Patient- and Family-Centered Care.