

Advancing  
the Maternal &  
Child Health VISION  
ASSOCIATION OF MATERNAL & CHILD HEALTH PROGRAMS 2013 ANNUAL CONFERENCE



# Activating Authentic Family-Professional Partnerships

**within the Massachusetts CHIPRA-Funded  
Statewide Child Health Quality Initiatives**

*Funded by the Centers for Medicare and Medicaid Services  
(CMS) through grant funds issued pursuant to CHIPRA section  
401(d)*

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## Introductions

Cristin Lind, BA  
Program Associate for Family Leadership  
Mass Family Voices, Federation for Children with Special Needs

Gina Rogers  
Executive Director, Massachusetts Child Health Quality Coalition

Emma Smizik, MPH  
Project Manager II, National Initiative for Children's Healthcare Quality (NICHQ)

The speakers have nothing to disclose



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## In 40 minutes, you will...

- Be able to describe the value of partnership and the barriers to it
- Drawing on real world examples from policy and clinic levels, you be able to describe best practices for authentic partnership



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### Lesson #3: Strengthening engagement ("evolution", "reciprocal capacity building")



- Family leaders meet separately
- Agreed on common language
- Results in shift from "family-centered" to "family-driven"
- Authenticity takes time



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### What We've Learned About Partnering



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### Getting to Authentic Partnership

- Engage families and showcase expertise early
- Engage family leaders in planning and at the leadership level
- Give it time, but also a deliberate strategy
- Convene family leaders separately early on to strengthen their voice, but don't segregate
- Encourage veterans to mentor new leaders
- Remove barriers to increase diversity and maintain engagement – use less jargon and be sure to provide interpreters



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## Getting to Authentic Partnership

- Attribute conflict to residual culture
- Thought partner: be willing to be open and authentic as individuals
- Allow family voices parity with all stakeholders in numbers and compensation
- Combine storytelling with data for greater impact
- Offer opportunities for participation wherever possible
- Build common vocabulary



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## Exercise:

Uniting Stakeholders Behind  
Consistent Value Statements



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## Thank you!

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**CHIPRA Medical Home Learning Collaborative:  
Successes in Family Engagement**

- Family partners actively involved in team meetings and activities
  - Two family partners on each practice team
  - Planning around family partner schedules
- Practices creating and expanding Patient and Family Advisory Councils (PFACs)
  - Families bring expertise that can help enhance service delivery and improve quality
  - PFACs identify concerns and priority areas of work
  - Development of PFAC Toolkit
- Practices implementing patient and family focus groups to obtain feedback

22



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**CHIPRA Medical Home Learning Collaborative:  
Successes in Family Engagement**

- Families providing input on practice materials
- Family partners creating bulletin boards with resources and information for families
- Practices conducting “discovery shopping” with families to identify practice needs
  - All teams asked to simulate an office visit within their practice
  - Goal is to deeply understand the patient experience and identify areas for improvement
  - Conducted by a practice team member, family partner, and child of the family partner

23



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**CHIPRA Medical Home Learning Collaborative:  
Challenges in Family Engagement**

- Family partner engagement
  - Use of a dedicated listserv
  - Attendance for Collaborative activities
  - Ensuring all sessions and calls are relevant to families
- Practice and provider culture
  - Having the family partner become a full member of the practice team
  - Helping providers feel comfortable with family partners going “behind the curtain” in a practice
- Use of unfamiliar terminology
  - Using less jargon versus bringing family partners up to speed on jargon

24



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CHIPRA Medical Home Learning Collaborative:  
*Lessons Learned* in Family Engagement

- Engaging family partners from the beginning
- “Community of Practice” meetings
- Use of interpreters during Learning Sessions
- Showcasing the expertise of parents to providers
- Using less jargon during Collaborative activities

25



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