Family Advisor Training
Why are we here?

- We are all touched by Autism
- We have a common goal of improving care for children with ASD
- We want to develop stronger and more connected relationships between
  - you
  - your physician/s
  - all of your healthcare providers
- Thank You for your help
Thanks to our Collaborators

- This training was developed in collaboration with:
  - The Arc of Illinois, Family to Family Health Information and Education Center
  - TAP Parent Liaisons and TAP Centers
Topics in Today’s Training

- Overview of TAP
  - TAP Training and Service Centers
- IMPACC Grant
  - What is it?
  - What are the roles for people involved in the grant
- How to Engage your physician
What is TAP?

- TAP is “The Autism Program” of Illinois
  - a network of resources and services for individuals with Autism
- An already established network of 12 Training and Service Centers
- Many agency collaborators
The IMPACC Grant
What is IMPACC

- IMPACC – Improving Access to Community Care
- IMPACC is a 3 year federal grant which is managed by The Autism Program of Illinois (TAP)
Introduction to the IMPACC Grant

- Overview of Goals
- Health Services Facilitator Role
- Family Advisor Role
- TAP Center Role
Overview of IMPACC Grant Goals

Building Family / Professional Partnerships

- Increasing Level of Care in Primary Care Medical Practices
- Earlier identification of Autism through the use of valid developmental screening tools by physicians
- Identify how to fund needed services
- Create better coordination of services between multiple providers
- Develop better referral and services to minority families
- Further develop services to adults with Autism
Health Services Facilitator (HSF) Role

- There are 3 facilitators
  - Northern – Ola Aqel
  - Central – Julie Muñoz-Nájar
  - Southern – Sandy Tiahrt
- Trained by ICAAP (Illinois Chapter American Academy of Pediatrics)
- Facilitators will train Family Advisors and meet with Family Advisors quarterly
The Role of a Family Advisor

- Qualifications
- Role Description
- Benefits
Family Advisor Qualifications

- Is a caregiver for a child with Autism Spectrum Disorder (ASD) and/or is awaiting diagnostic services
- Using services at a TAP Center
- Communicates effectively
- Willing to advocate about evidence-based practices in regards to ASD
Family Advisor Role Description

- Attend Family Advisor Training at TAP Center
  - Complete an initial survey about their experiences with their Pediatrician / Family Practitioner
- Attend quarterly meetings with Facilitators at TAP Center
- Learn to work with primary care physician in a different way
- Surveys every 12 months about your experiences with your physician
Benefits for a Family Advisor

- Improved coordination of services for the child
- Receive $50.00 in support of your attendance at the Family Advisor Training and each quarterly meeting
- Will develop a better relationship with their physician and other health care providers
TAP Center Role

- Recruit Family Advisors
- Make Center available for training and meetings
- Consulting with Facilitator on issues related to the IMPACC Grant
- Improving connections to local Primary Care Physicians
Engaging Your Primary Care Physician
Specifics on Engaging Your Physician

- Step I - Engaging Your Doctor
- Step II - Begin Working with your Physician in a different way
Engaging your Doctor – Step 1

- Introduce your role as a TAP Family Advisor
  - Distribute Physician Introduction packet
    - During next appointment
    - Dropping off at office
    - Mailing to Office

- Encourage the doctor to meet with the Facilitator to receive free kits and training

- Share with your doctor the excitement of the TAP Network and your local TAP Center
Engaging your Doctor – Step II

- Step II begins the longer process of working with your doctor in a different way
  - Develop a partnership
  - Communicate openly and clearly
  - Agree upon mutual goals
  - 2-way sharing of information
  - Jointly evaluate progress
Partnership Activity

- Pair Off (with someone you do not know)
- Think about a time when you worked effectively in partnership with another person or with other people (work related or personal)
- Take turns sharing your story with your partner
- What are the elements that made the partnership successful?
Elements of Collaboration

- Mutual respect for skills and knowledge
- Honest and clear communication
- Understanding and empathy
- Mutually agreed upon goals
- Shared planning and decision making
- Open and 2-way sharing of information
- Accessibility and responsiveness
- Joint evaluation of progress
- Absence of labeling and blaming
Doctor’s Point of View

- There are physicians who value collaborating with their patients
Family Care Coordination

- Family Information
- Appointment Management
- Insurance and Other Financial Information
- Transition to Adulthood
AAP Care Notebook

- Hardcopy Forms behind Blue Tab in Your Binder
  - Forms organized by type of information

- Online forms
  - [www.medicalhomeinfo.org/CareNoteBook](http://www.medicalhomeinfo.org/CareNoteBook)
  - Can fill out online and print forms needed

- Website Demo
What is an Advisor?

- What comes to mind when you think of the word advisor?
Advisors – Family and Provider Benefits

● Family
  - Improve services for your family
  - Provide opportunity to affect meaningful change
  - Become less passive recipients of care
  - Can make things better for other families

● Provider
  - Increases responsiveness to family-identified needs
  - Provides a reality check
  - Develops fresh perspective on new ways to deliver services
  - Shares responsibility
Potential Barriers

- What are some potential barriers you may encounter as you begin to work with your physician in a new way?
- Group Discussion
What elements contribute to a productive appointment?
- Role Play Script
- Demonstration
- Discussion
Be a Telemarketer

- Telemarketers must have 3 No’s before they give up on a call
- Create a telemarketer script to use with your doctor as you approach them about meeting with us about training and screening tools
Expect More – Get More!

- You can shape your doctor’s attitude and enhance his/her understanding of your families needs
- Families bring a perspective to issues that your doctor may not have considered
- Greater collaboration can be achieved when people trust and respect each other
- Collaboration benefits everyone – families, doctors, and the TAP Centers
- Assignment - Please let us know when you have dropped off the Packet to your doctor