



2. Select Family Advisors

Promote the Position

See Appendix C for an example of a letter inviting people to participate as family advisors and Appendix D for a family advisory panel's mission statement.

★ **Tip:** *If you serve a diverse family population and are encountering language barriers in meetings: Zoom offers interpreter services during meetings. They can do multiple languages at one time.*

★ **Tip:** *Allow families flexibility in their participation. They may have a specific interest area where they can participate but can't commit full-time.*

- Ask involved patients of your practice to participate
- Ask providers to identify potential candidates
- Hand out, email, and post flyers in your office in appropriate languages
- Post the position information on your office website
- Connect with community organizations that are already working with your families, including cultural and religious organizations
- Connect with family-driven organizations in your community (such as: Parent2Parent, MOMS Rising, etc. that families utilize and trust) and Title V and Family-to-Family Health Information Centers
- Consider their readiness (Select parents who are far enough along in their journey to be a resource to other families, be objective, and offer broad family perspectives)

Questions to ask During Interviews⁸

- **Story:** What's your family story? What in your life brought you here today? (Discover ability to connect personal story to larger context.)
- **Hope:** What motivates you to act to improve our practice? What's your vision of how things could be different if we worked together? (Discover shared values.)
- **Leadership Resources:** What skills do you have? How do you lead others already in your life? What would you be willing to bring to this work? (Discover leadership and collaborative skills.)
- **Challenges:** What challenges do you foresee that may prevent you from meaningfully contributing to improvement work in our medical home? (Discover barriers to participation.)
- **Career Development:** What are you hoping to gain from being a family advisor? What can we do for you to make the experience meaningful?

8. https://nichq.org/sites/default/files/resource-file/Sample_questions_for_meeting_with_interested_Family_Health-English.pdf