3. Ensure Success with Your Family Advisors

Provide Family Advisors with Training and Orientation to the Practice[9]

To the right are potential topic areas to include in a family advisor orientation to ensure there is understanding of the practice staff, office, and workflow as well as the roles and expectations of a family advisor.

- Participant introductions
- The organization's history, mission, and values
- Overview of facilities and services
- Brief presentations by administrators or other key persons
- Brief presentations by current family advisor(s), if applicable
- Roles and responsibilities of family advisor mentor, family advisors, and staff members
- HIPAA and expectations for honoring privacy and confidentiality
- Overview of a typical meeting structure — minutes, committee reports, typical agenda
- Practical details — where to park, what to wear, what to bring to meetings
- Attendance expectations
- Specific skills and knowledge needed to be an effective team member (e.g., quality improvement methodology for those serving on a quality improvement team)
- Jargon 101. While it is best to reduce the amount of jargon used, sometimes it is impossible to completely eliminate it. If there are terms that will be used frequently in meetings, make sure family advisors understand them. Providers should also be willing and ready to understand the communication style of family advisors
- Training for any technologies that will be used (e.g., conference calls, web-based tools)

9. https://www.ipfcc.org/resources/A_Patient_and_Family_Advisory_Council_Workplan_Getting_Started.pdf?v1, pg 6

"The parent that is an hourly employee and does not get paid if they don't work won't be a candidate for family advisor work unless reimbursement meets or exceeds the lost income or the practices can work around their schedules. In addition, families that don't have extra money for childcare may not have the capacity to participate in this work as well. Practices serious about diversifying their family advisor pool will need to be willing to meet with parents after hours, on weekends, or virtually."

– Julie Cullifer, Family Advisor

"One of our biggest challenges was scheduling times for the entire team to meet that also worked for the family advisor. It might be helpful to establish beforehand exactly when meetings will be and that the clinic be prepared to adjust meeting times as needed to accommodate busy parents who might also be working in the day."

– Ryan Hassan, MD, MPH
Clackamas & Oregon Pediatrics

Track and Celebrate Successes of Family Advisors[10]

How will you track your family advisor accomplishments?

- Minutes
- Specific goals defined and achieved
- Outcomes and impact of activities
- Agenda planning with clear closure and transition at the end of each meeting
- Attendance at meetings
- Family Advisor Annual Report
- Use structured tool to evaluate progress annually, such as the Family Engagement in Systems Assessment Tool (FESAT) from Family Voices

Celebrating success is a way to sustain family advisors

- Share accomplishments and changes based on family advisor feedback in team meetings, social media, emails, etc.
- Celebratory and acknowledgement activities should be provided with genuine feeling, appreciation, and be meaningful to individuals involved
- Small gift at the end of a member's term
- Annual celebration

Evaluate Engagement

Below are options for practice teams to use in partnership with family advisors. Select a tool that works for your practice. This should be done on a regular basis to ensure everyone is in agreement on progress and best practices.

- Family Engagement in Systems Assessment Tools (FESAT) from Family Voices
- Checklist for Involving Families from National Institute for Children's Health Quality

10. https://www.ipfcc.org/resources/A_Patient_and_Family_Advisory_Council_Workplan_Getting_Started.pdf?v1, pg 7