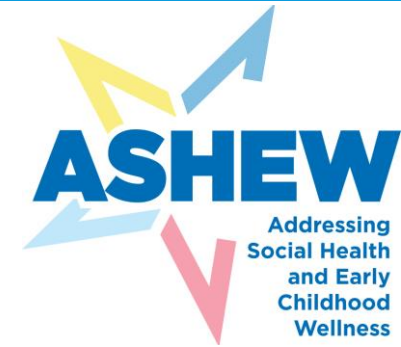


FAMILY PERSPECTIVE



Where does the family perspective fit in to this work?
EVERYWHERE!

- Family advisors, even if not trained in quality improvement, can serve as the fresh “eyes” as you move through PDSA cycles
- Just as you use process maps and swim lane diagrams to understand your system, consider having the family advisor provide a process map of a day in their life living in the community you serve

FAMILY PERSPECTIVE

- Family advisors may provide insight into unintended consequences
- Although the literacy level of patient families will always vary, your family advisor can help guide the team to using terminology and wording that is familiar to the demographic your practice serves
- Family advisors can be great assets in compiling resources in the local community – and knowledge about ways to navigate the complex systems that are usually unknown when first accessing support

COMMON WORRIES

Medical Team

- Patient/Family Advisor will see our “dirty laundry”
- HIPAA
- Advisor will just complain
- How to work around non-negotiables

Family Advisor

- I’m not smart enough to provide input
- Will providing my opinion affect the care my child receives?
- They do not really want me here, I am just a token that is required

HOW TO ADDRESS THOSE WORRIES

- Ground rules for all involved from the start
 - Cover non-negotiables which includes HIPAA
- Provide some basic QI training and work to explain acronyms as the project starts – empowers everyone with knowledge to participate
- Treat everyone as equally important team members – “no label at the table”
- Every person’s input is valuable
- Remember the “why” – this really moves us away from focusing on the negative and moving forward