

**Video Transcript: How can providers engage families to improve a medical home?**

Created by the National Center for Medical Home Implementation, a cooperative agreement between the American Academy of Pediatrics and the Maternal and Child Health Bureau, Health Resources and Services Administration.

*Blue background with title: How can providers engage families to improve a practice's performance as a medical home?*

*Brad Thompson, MA, Licensed Counselor for the Hali Project is interviewed.*

BRAD THOMPSON: I think it's really important that providers engage families because I think there are some pieces to the medical home puzzle that families and other people can provide through either through their practical experience or specific training that allows them to do some things that the provider hasn't been trained for or prepared for and so being able to do that allows them possibly to be more family centered. I mean if you have a family member engaged in your practice that would by nature tend to make you more family centered and I think there is great value in having people who don't just know the theory or the phone numbers of services that are in the community but have actually engaged them and navigated them and so they can provide not only the number but maybe the who to talk to if you really want to get things done and so families can really provide those things and if you could find one in your practice that is still sane enough to help other people, then they can be a real benefit to your team.

*White screen with text: For more information visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)*

*Fades to the National Center for Medical Home Implementation Logo.*

Video Link: <https://www.youtube.com/watch?v=2ShIsLvayUI>