

# STEP TWO

## BUILDING PRACTICE READINESS FOR FAMILY HEALTH PARTNERS AS TEAM MEMBERS

### Assessing readiness

#### Practice readiness assessment

Use this leadership self-assessment as the basis for a conversation among practice providers and senior leaders to determine your practice's level of readiness for including Family Health Partners in your medical home transformation. Consider to what degree the statements on the assessment are true for your practice.

| PRACTICE LEADERSHIP<br>assessment for family engagement readiness  | 1<br>Strongly<br>Agree | 2<br>Somewhat<br>Agree | 3<br>Neutral | 4<br>Somewhat<br>Disagree | 5<br>Strongly<br>Disagree |
|--|------------------------|------------------------|--------------|---------------------------|---------------------------|
| At all levels of staff in our practice, we believe that our patients' and families' perspectives are as important as our own when it comes to how our practice is run.         |                        |                        |              |                           |                           |
| We believe that engaging families in quality improvement activities allows us to access patients' and families' perspectives in novel ways that no other feedback process can. |                        |                        |              |                           |                           |
| We have staff within the practice excited about family leadership and willing to contribute effort.  |                        |                        |              |                           |                           |
| We can commit sufficient and realistic financial and personnel resources to this project.  |                        |                        |              |                           |                           |
| We have families who want to provide us with feedback and ideas, and we believe this is a useful forum for doing so.   |                        |                        |              |                           |                           |
| We are open to having interested patients with a variety of viewpoints participate, including those of varying cultural backgrounds.   |                        |                        |              |                           |                           |

#### Staff readiness assessment

Most staff and providers are both excited and nervous about the idea of asking patients and families for direct feedback about their experiences. Setting aside time at a staff meeting to discuss including Family Health Partners into your medical home early in the process is critical to successful engagement.

Some staff resistance may be due to a lack of information about what Family Health Partners do. Ultimately, acknowledging and assuaging concerns is critical to meaningful family-professional partnership. The following self-assessment contains some questions that can facilitate an open, honest conversation with practice staff.

# STEP TWO

## BUILDING PRACTICE READINESS FOR FAMILY HEALTH PARTNERS AS TEAM MEMBERS

### Assessing readiness

| STAFF<br>assessment for family engagement readiness  | 1<br>Strongly<br>Agree | 2<br>Somewhat<br>Agree | 3<br>Neutral | 4<br>Somewhat<br>Disagree | 5<br>Strongly<br>Disagree |
|--|------------------------|------------------------|--------------|---------------------------|---------------------------|
| I believe that parents bring unique expertise to our relationship.   |                        |                        |              |                           |                           |
| I believe in the importance of family participation in decision making at the program and policy level.                          |                        |                        |              |                           |                           |
| I believe that parents' perspectives and opinions are as important as those of professionals.                                    |                        |                        |              |                           |                           |
| I believe that families bring a critical element to the team that no one else can provide.                                       |                        |                        |              |                           |                           |
| I consistently let others know that I value the insights of families.  |                        |                        |              |                           |                           |
| I work to create an environment in which families feel supported and comfortable enough to speak freely.                         |                        |                        |              |                           |                           |
| I listen respectfully to the opinions of family members.   |                        |                        |              |                           |                           |
| I believe that family members can look beyond their own child's and family's experiences.  |                        |                        |              |                           |                           |
| I can clearly state what is required and expected of families in their advisory roles.   |                        |                        |              |                           |                           |
| I can help parents set clear goals for their role.   |                        |                        |              |                           |                           |
| I understand that a child's illness or other family demands may require parents to take time off from advisory responsibilities. |                        |                        |              |                           |                           |
| I feel comfortable delegating responsibility to families.  |                        |                        |              |                           |                           |
| I am willing to test ideas that families contribute to improve the medical home.   |                        |                        |              |                           |                           |

Staff Assessment for family engagement readiness adapted from "Essential Allies: Families as Advisors" and the Institute for Patient- and Family-Centered Care.