

# STEP TWO

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

### Recruitment

Conducting informational meetings with interested Family Health Partners

member is a good match for your practice, to learn more about what might prevent them from fully engaging and to identify what kind of training and support you will need to provide.

Organizing for Health's **Recruitment Guide** offers a rich framework for engaging in an exploratory dialogue with patient/family leaders around partnering in healthcare transformation. They recommend in-person meetings as the most effective way of getting to know potential partners. They advise opening the meeting by sharing something meaningful about yourself, like what brings you to this work, as a way to invite an open conversation.

#### **Here are some adapted questions that can guide your meeting:**

**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.)

### Securing commitment

When your practice has chosen family members that you want to partner with on quality improvement in your medical home, create a written offer that clearly states the details they'll need to get started. Include the Family Health Partner's job description, the time commitment required, important dates such as their start, orientation and training dates, their compensation, any required paperwork and the name of the person to contact with any questions.