

# Welcome to the Community Engagement Learning Network!

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# What is this space for?

- 👉 Building community & making connections
- 👉 Exchanging ideas & strategies
- 👉 Digging into the HOW
- 👉 Being shaped by this community (that's you)

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**Community engagement** refers to the different ways in which health (& social) care organizations can reach out to, engage, and partner with people with lived experience, with the goal of working together to improve healthcare and achieve positive health outcomes.

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# Community agreements

- 🌀 Take space & make space
- 🌀 Listen to understand, speak to be understood
- 🌀 No one knows everything, but together we know a lot

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## MISSION

Center the inclusive human experience of health. Reinvent through radical collaboration. Be a catalyst for system transformation.



## VISION

A health system transformed. One that works **with people** and **through communities** as a partner in their well-being.



## VALUES

### Equity

A brave space resolving the health challenges of today.

### Inclusion

Create belonging for all people and all communities.

### Diversity

Differing perspectives are expected and respected.

### Collaboration

Equitable and shared decision-making power.

### Solution Focused

Acknowledge challenges only to resolve them.



**PFCCpartners**  
Patient & Family Centered Care



# HEALTH CARE

It is **complex**.

Its systems are **difficult to navigate**.

And even more **difficult to change**.



**Opens space** within the system  
for patients and family caregivers  
to drive improvements.







**Fills the space** with impactful people, stories, and insights.





# Definitions

**NOUN**

**Patient Family Centered  
Care**

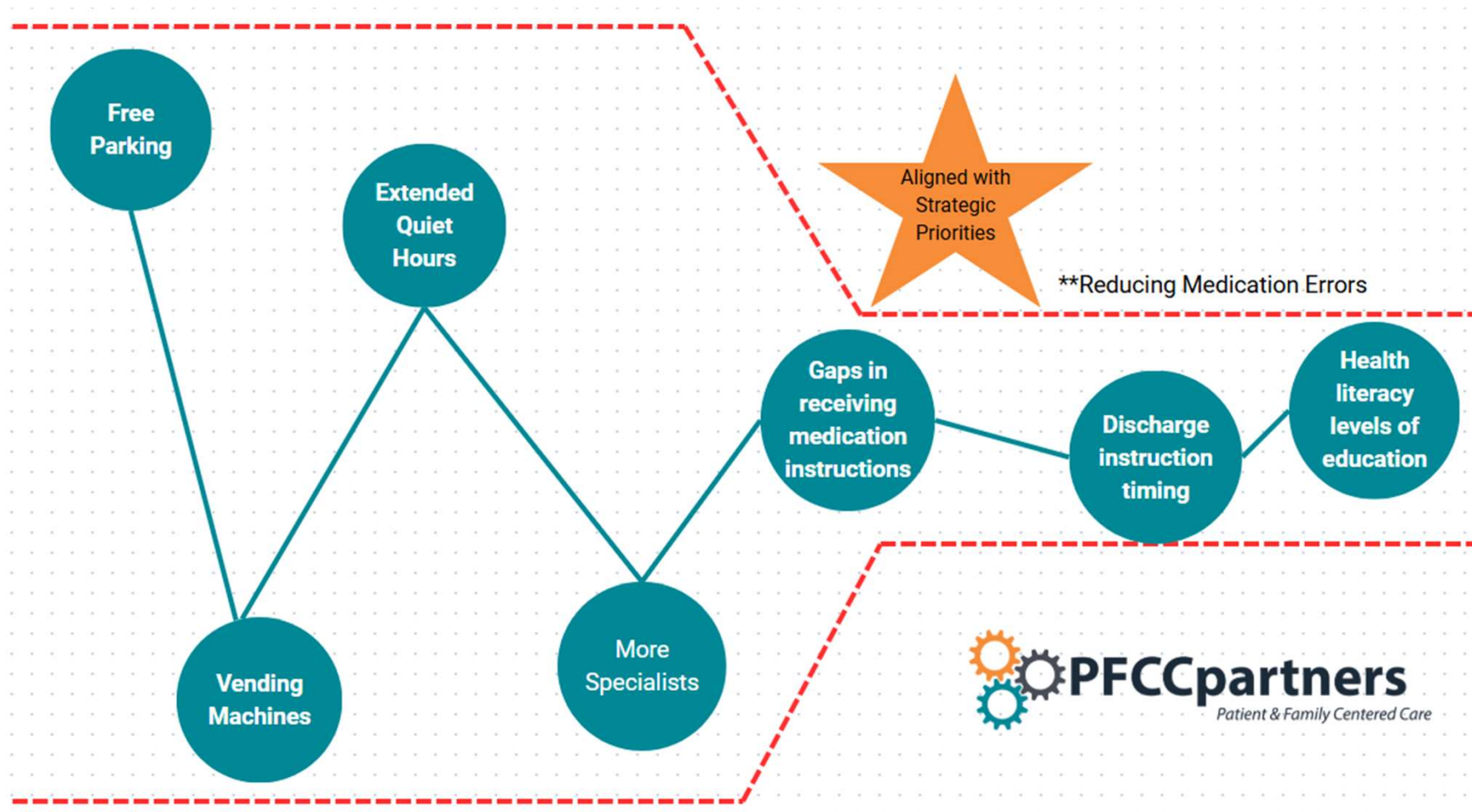
**VERB**

**Patient-Family Engagement**

**OUTCOMES**

**Equity • Better Health Care  
Improved Outcomes • Patient Experience  
Integrated Care • Patient Safety**

# Creating Alignment



# Defining Scope

Scope

Who

Strategic  
Plan

Diversity  
Profile

Desired  
Impact

Program  
Owner

# Skills, Strategies, & Approaches

## People with Lived Experience

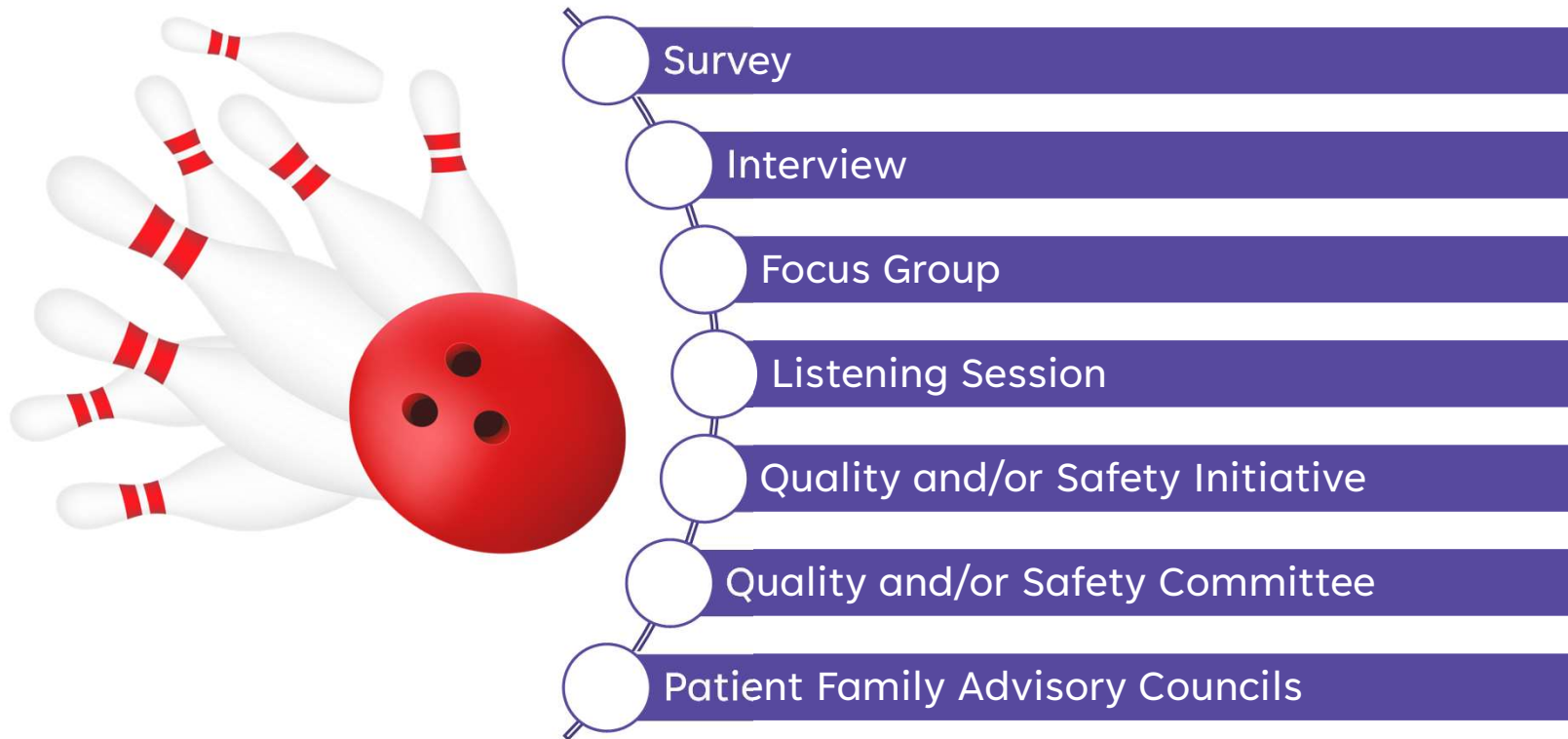
- Ask what the priorities of the organization are
- Identify how you can contribute to the conversation
- Ask questions!

## Healthcare Organization Staff

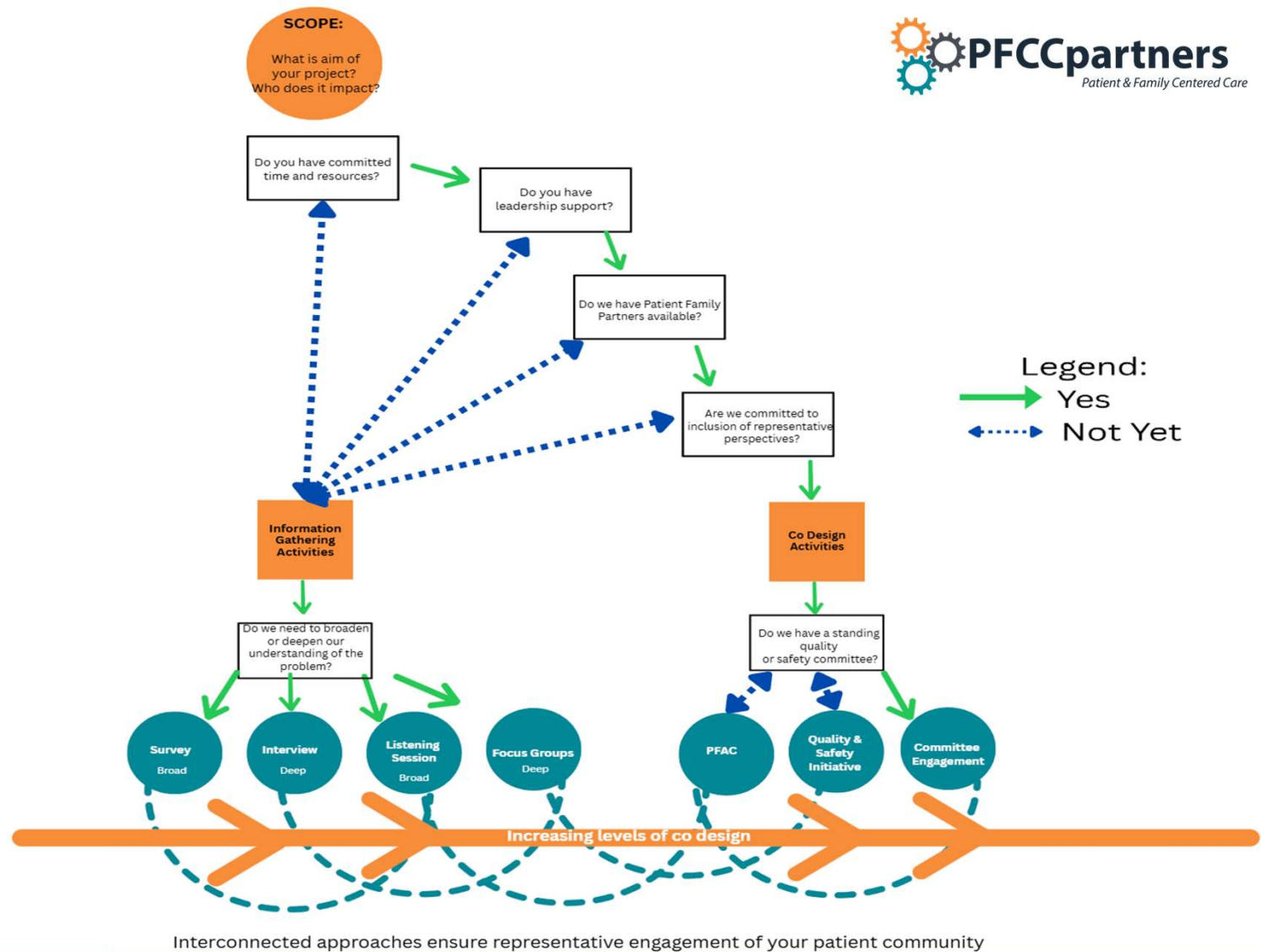
- Engage leadership and other staff champions
- What are you constantly hearing from leadership?



# Lanes of Engagement



# Selecting the Right Lane



# Let's Practice!

- In breakout rooms, work together on your scenario to identify:
  - Scope of project
  - Engagement activity to implement
  - First steps



# Scenario #1

General Hospital (GH) serves a rural community in Tennessee, with a large geographic area. GH convenes a quarterly Patient & Family Advisory Council (PFAC) meeting to engage with community members. However, the PFAC's membership does not fully represent the diversity of the community GH serves. And the intended outcomes and priorities for convening the PFAC are not well identified internally, nor among the PFAC members. GH is focused on developing a process for patients and family caregivers to report patient safety events in the hospital. They seek to authentically engage patient/family partners in developing this process. As well as meet new requirements for Patient/Family Engagement practices under the Patient Safety Structural Measure.



## Scenario #2

La Clinica is a primary care practice serving Phoenix Arizona, large urban area. La Clinica has been directed by the health plan to improve outcomes for the Latino/a population living with diabetes through better self management. The measure of this improvement outcome is a drop in the number of emergency room visits for diabetes. La Clinica has tried several strategies, such as hosting Diabetes Learning Modules, providing nutritional guidance and encouraging exercise within every visit, but they have had little success in moving the number of diabetes related emergency room visits. La Clinica does not have a PFAC and they are hesitant to engage their patients in this project for fear of being perceived of not being an effective primary care practice by the community.



# Debrief

📍 Please join us for our  
next session on  
May 28<sup>th</sup> at 3pm ET

📍 Featured presenter:  
HealthierHere

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