

Welcome to the
Community
Engagement
Learning
Network!

inspire



What is this space for?

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

inspire



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.

inspire



Community agreements

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

inspire





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.

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

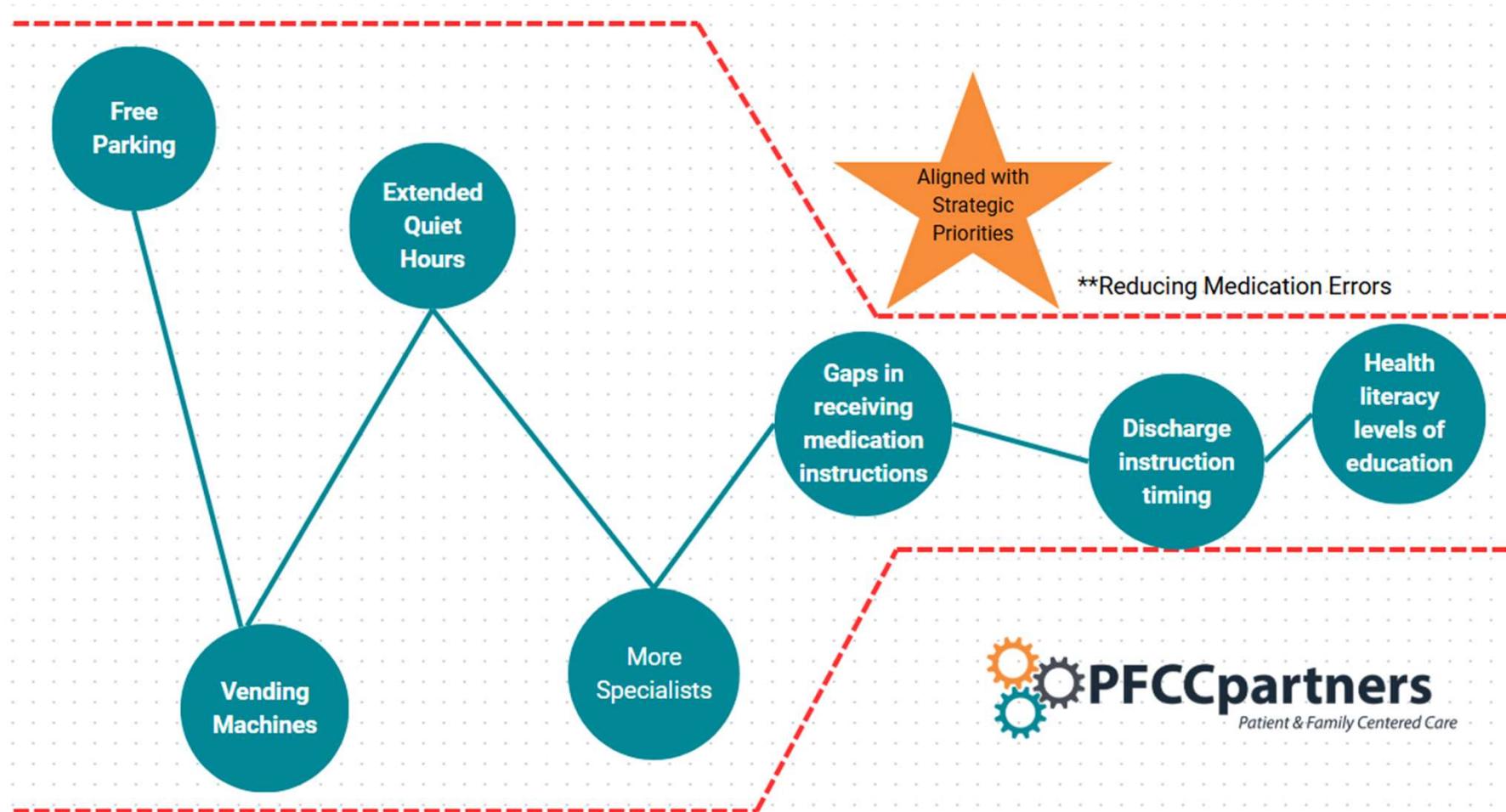
VERB

Patient-Family Engagement

OUTCOMES

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

Creating Alignment



Defining Scope

Scope

Who

Diversity
Profile

Desired
Impact

Strategic
Plan

Program
Owner

Skills, Strategies, & Approaches

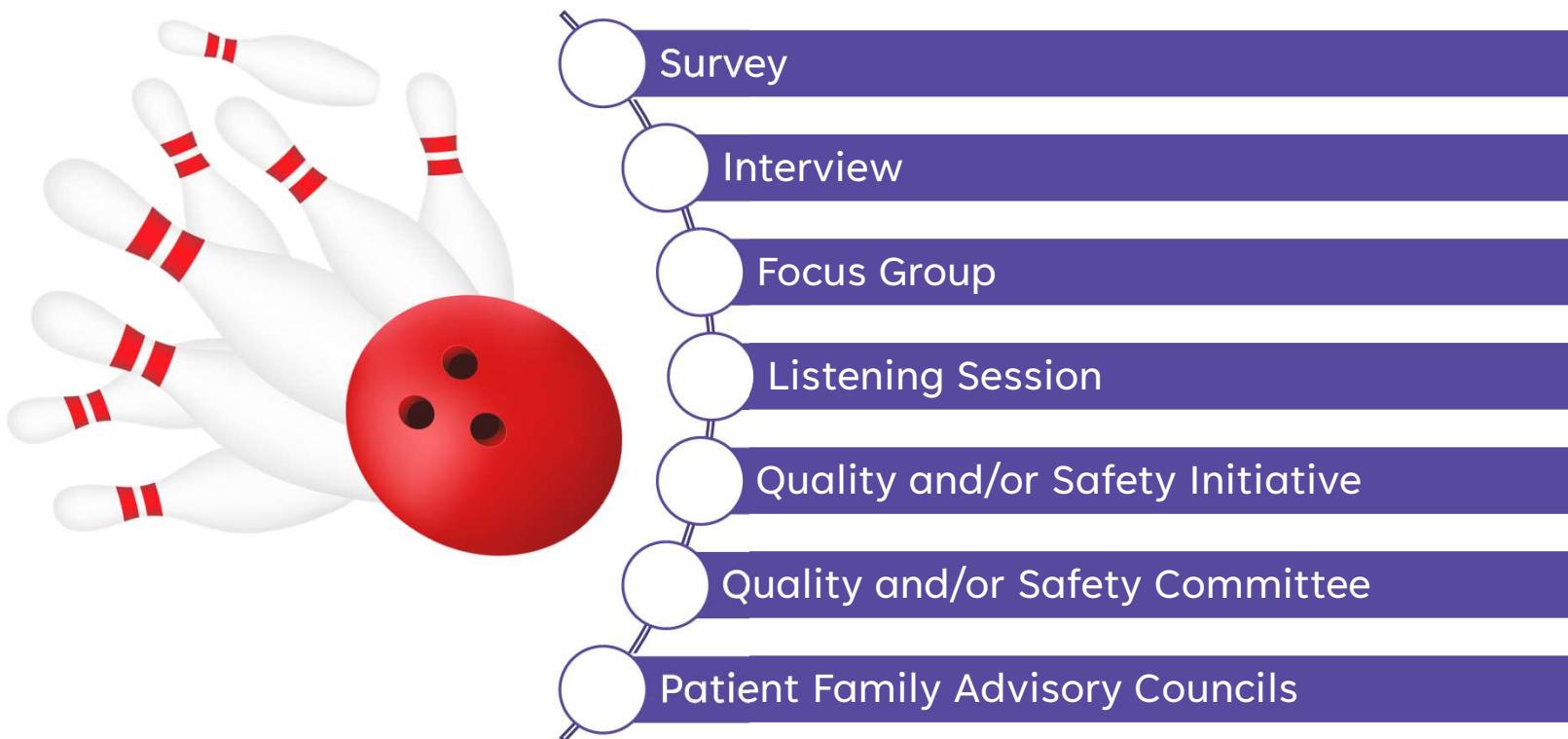
People with Lived Experience

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

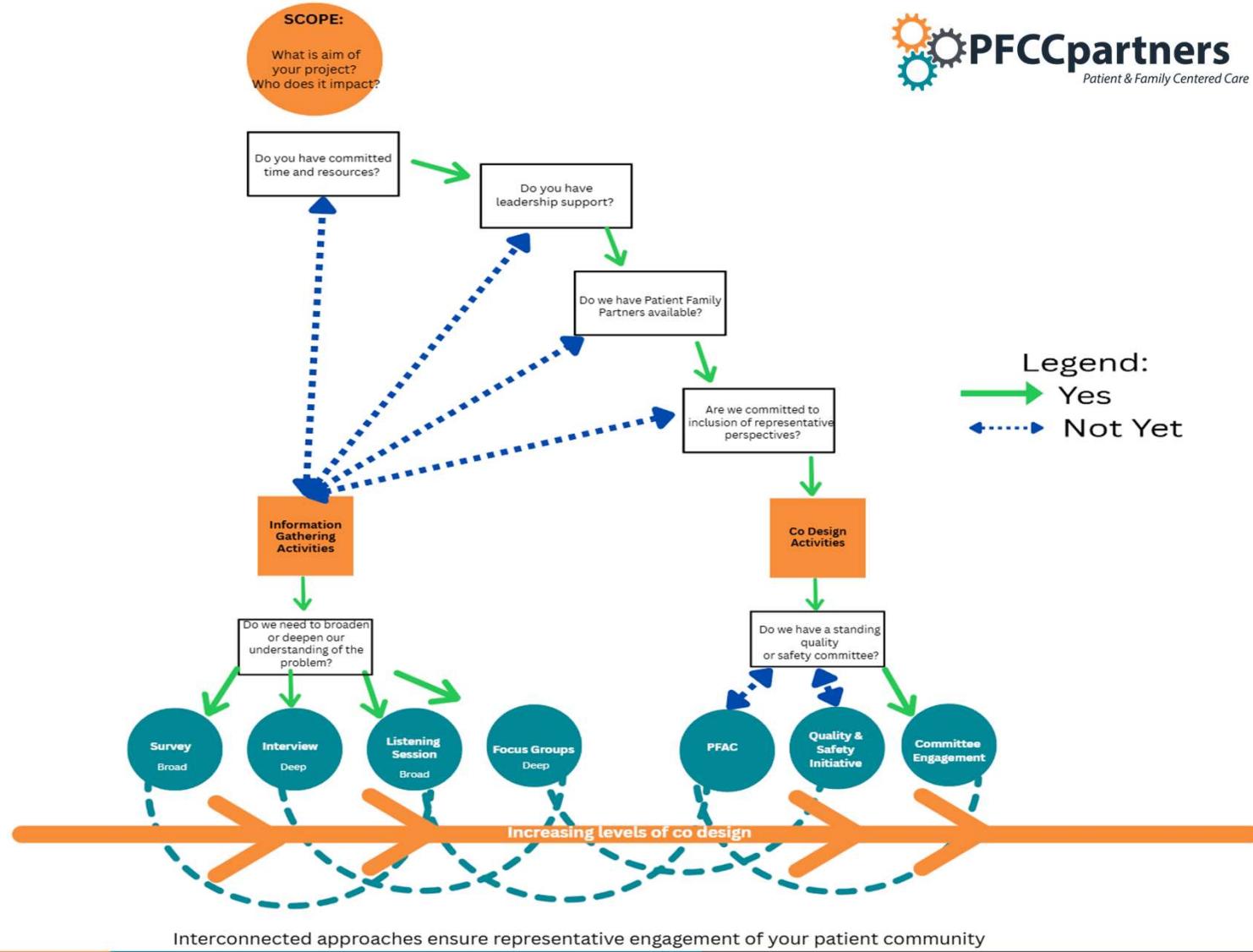
Healthcare Organization Staff

- 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 28th at 3pm ET

Featured presenter:
HealthierHere

inspire

