

INSPIRE's Community Engagement Learning Network

Session #4: Utilizing a robust feedback loop process to inform organizational change and increase quality of care

Featured presenter: [Community Care Behavioral Health](#)

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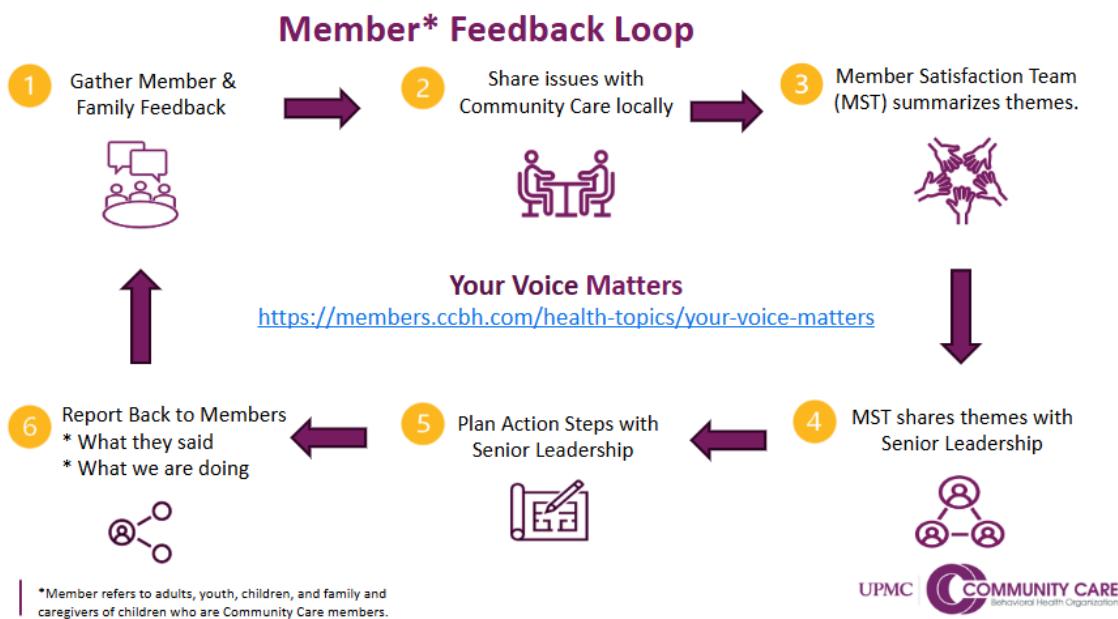
Every month, the Community Engagement Learning Network will bring together a nationwide team of community engagement (CE) professionals and people with lived experience to host group discussions about improving CE efforts, present best practices for launching and maintaining CE initiatives — drawn from experts in the field, and foster community-building among participants.



Key takeaways

- Too often, people with lived experience (PWLE) who sit on advisory committees, partner with organizations, and/or contribute data/insights are not told if/how their feedback, suggestions, and insights were acted on.
- A feedback loop process is an essential tool that builds trust and promotes [mutual-beneficial and impactful](#) community engagement by creating a process to ensure that information flows from PWLE to organizational decision makers and then back to the PWLE who originated the feedback, suggestions, and insights

- Not only is it useful to have a feedback loop process in place, but it is beneficial to document and share the process with both colleagues within the organization as well as PWLE who partner in the work.
- It is important to create multiple channels to report back to PWLE who originated the feedback, suggestions, and insights, such as: reporting back at advisory committee meetings, sharing updates in writing (newsletters, one-pagers, annual reports), and dedicated webpages. PWLE who contribute to projects will have the best insights into how they prefer to receive updates.
- Even when suggestions cannot be acted upon, reporting back on the outcome, limitations, and other pathways for influencing the issue promotes trust and transparency.



Action steps

For people with lived experience

- As you sit on advisory committees and partner with organizations, ask how your suggestions and insights fit into the decision making process within the organization and how you can expect to receive updates about if/how they were acted on.
 - Not all asks are equally worthy of your time and effort. Organizations should be able to explain how your feedback will be considered and integrated and how you will find out the outcome.

- If you are partnering with other organizations and advocating for stronger CE practices related to compensation, closing the loop, or receiving support in your role, etc. it can be helpful to bring concrete examples of what is happening in other organizations/communities (such as the example of CCBH's feedback loop) this provides a potential solution as well as a point of reference for what is possible.

For professionals leading CE

- Create a process or strengthen how your organization closes the loop by considering these key questions:
 - Across our organization, what are all the sources of feedback, suggestions, and insights from PWLE (e.g. advisory boards, surveys, town halls, focus groups, etc.)?
 - How might the feedback we collect be summarized and themed in ways that are helpful and relevant to decision makers in my organization?
 - What opportunities exist, or could be created, to bring feedback from PWLE to decision makers?
 - How do we align on action steps and assign "business owners" to ensure work is carried out and updates are provided?
 - What system could we use to track if/how feedback, suggestions, and insights from PWLE are acted upon and if the loop has been closed?
 - What are the different ways we could share back updates and how can the PWLE we work with help to inform these modalities?
 - How can we ensure that both internal colleagues and the PWLE we partner with and engage understand our process for gathering and integrating feedback and closing the loop?
- Create a central location where PWLE can understand different opportunities to engage and partner with your organization (e.g. advisory boards, project teams, surveys, etc.) with clear information for how to get involved with each opportunity.

"In all of our meeting agendas and [advisory committee] orientation we discuss what the feedback loop is, and what the purpose of those meetings are. People have talked about how they appreciated how much they are hearing back from us about what we heard and what we were

doing about it, and that they hadn't really had that experience in other settings before."



Resources for additional learning

- [You Spoke We Listened_CCBH](#): An example of written summary of how CCBH's member feedback was acted on
- [You and Your Family Are Important: HealthChoices Members - Community Care](#): CCBH's webpage that lists information for how members can connect with different community engagement opportunities
- [Community Engagement: Using Feedback Loops to Empower Residents and Influence Systemic Change in Culturally Diverse Communities](#)

inspire partners

Organizations



People with lived experience



Alan Coker



Burt Pusch



Laura Carroll



Rebecca Esparza



Savina Makalena



Stephanie Burdick