

FAMILY ENGAGEMENT IN PEDIATRIC PRIMARY CARE

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INSPIRE Community Engagement Learning Network

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Mary Bridge Childrens



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Pediatric primary care medical home serving 40K children in 4 primary care offices in the South Puget Sound region of Washington

- Continuity of Care
- Accompaniment
- You are known
- Family-based model
- Community as the centering place



INITIATING FAMILY ENGAGEMENT: ADDRESSING PRACTICE WELLNESS

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**IMPACT OF
MORAL
INJURY**

**MAYO
WELLNESS
INDEX**

**CREATING
OPPORTUNITIES
FOR LISTENING**

In the past month:

- 1. Have you felt burned out from your work?**
- 2. Have you worried your work is hardening you emotionally?**
- 3. In the past month, how often have you been bothered by feeling down, depressed, or hopeless?**
- 4. Have you fallen asleep while sitting inactive in a public place?**
- 5. Have you felt that all the things you have to do are piling up so high that you could not overcome them?**
- 6. Have you been bothered by emotional problems (such as feeling anxious, depressed, or irritable)?**
- 7. Has your physical health interfered with your ability to do your daily work at home or away from home?**

Mini Z 2.0 Survey

1. Overall, I am satisfied with my current job:

5.Strongly agree 4.Agree 3.Neither agree/disagree 2.Disagree 1.Strongly disagree

2. Using your own definition of “burnout”, please circle one of the answers below:

- 5. I enjoy my work. I have no symptoms of burnout.
- 4. I am under stress, and don't always have as much energy as I did, but I don't feel burned out.
- 3. I am definitely burning out and have one or more symptoms of burnout, e.g. emotional exhaustion.
- 2. The symptoms of burnout that I'm experiencing won't go away. I think about work frustrations a lot.
- 1. I feel completely burned out. I am at the point where I may need to seek help.

3. My professional values are well aligned with those of my department leaders:

5.Strongly agree 4.Agree 3.Neither agree/disagree 2.Disagree 1.Strongly disagree

4. The degree to which my care team works efficiently together is:

5 – Optimal 4 – Good 3 – Satisfactory 2 – Marginal 1 – Poor

5. I feel a great deal of stress because of my job

5.Strongly disagree 4. Disagree 3.Neither agree/disagree 2.Agree 1. Agree strongly

6. The amount of time I spend on the electronic medical record (EMR) at home is:

5 – Minimal/none 4 – Modest 3 – Satisfactory 2 – Moderately high 1 – Excessive

7. Sufficiency of time for documentation is:

5 – Optimal 4 – Good 3 – Satisfactory 2 – Marginal 1 – Poor

8. Which number best describes the atmosphere in your primary work area?

5. Calm 4 3. Busy, but reasonable 2 1. Hectic, chaotic

9. My control over my workload is:

5 – Optimal 4 – Good 3 – Satisfactory 2 – Marginal 1 – Poor

10. The EMR adds to the frustration of my day.

5.Strongly disagree 4.Disagree 3.Neither agree/disagree 2.Agree 1.Strongly agree

DISCERNING READINESS FOR FAMILY ENGAGEMENT

Family Engagement in Systems Assessments Tool
(FESAT)

Institute for Patient and Family-Centered Care-
IPFCC

Mini Z Worklife and Burnout

“Look for the Helpers” seeking expertise through
consultancy



Improving Pediatric Care Through Patient and Family Engagement Assessments

1. Staff Self-Assessment

Self-assessments offer opportunities for staff to provide feedback about how they engage patients and families via written survey or through group discussions. Such assessments often encourage internal examination of staff attitudes, readiness of staff members to begin patient-centered transformation efforts, and level of leadership buy-in. Self-assessments may be time consuming, but they can be broken down into specific areas of interest to limit scope. Self-assessment tools can be used at regular intervals to measure progress over time and track progress during transformation efforts.

EXAMPLE: Pediatrics Northwest

To assess their policies and practices, Pediatrics Northwest in Tacoma, Washington, created a care transformation committee of providers and staff who went through the Family Engagement in Systems Assessment Tool (FESAT). Through this self-assessment, they determined the need to revise practice policies to reflect family voice, which the team recognizes is an ongoing process of engaging patients and families and incorporating feedback. As a next step, Pediatrics Northwest is establishing relationships with family advisors to support revising policies.



The FESAT supported discussions on where we are helped us ensure our mission, vision, and policies reflect incorporating family voice. We were able to create goals for where we'd like to be as a practice so that we can 'grow to feel comfortable with being uncomfortable.'

— *Rachel Lettieri, Director of Care Coordination, Pediatrics Northwest*

ASSESSING FOR FINANCIAL READINESS IN FAMILY ENGAGEMENT



- **The problem with operating on parallel financial tracks**
- **Fair compensation models**
- **Securing funding**
- **Advocacy for new payment models**

SEEKING PARENT LEADERSHIP



- **Hiding in plain sight**
- **Need for paradigm shift**
- **Experienced leaders and
‘Phoenix Rising’ leaders**
- **Parents in clinic, community
organizations**
- **Creating space: Family Nights**

Family Nights

C

Family Night: Leaders Emerge



BUY IN ACROSS THE PRACTICE



- **Medical Champion**
- **Administration Buy-in**
- **Omnipresence of Family Leader**
- **Pediatric Clinicians**

PROGRAMMATIC AND CONCRETE SUPPORT FOR FAMILY ENGAGEMENT



- **Practice Wellness: REAL Pro**
- **Re-imagination of wellness care**
 - **Promoting First Relationships**
 - **Reach Out and Read**
- **Perspective taking: GATHER**
- **Lunch and Learns**
- **Beyond the practice**



PART OF THE FABRIC OF THE CLINIC AND COMMUNITY



- **Practice committees and board**
- **Community organizations**
- **Advocacy opportunities**
- **Presentations and Webinars**

OUTCOMES



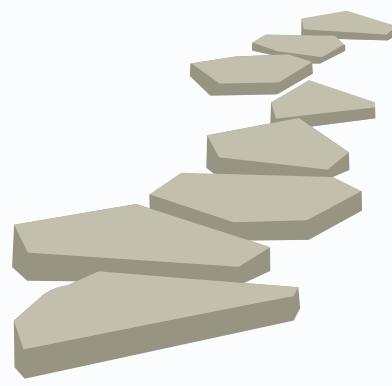
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- **Changes in practice policies**
- **Improved screening**
- **Improved communication**
- **Building trustworthiness**
- **Workforce solution**

Pediatric CHWs in WA State



WORKFORCE SOLUTION



**PATHWAY INTO THE
(EARLY RELATIONAL,
PUBLIC, MENTAL)
HEALTH
WORKFORCE**



**DIVERSITY AND
REPRESENTATION**



**RETENTION AND
WORKFORCE
SUPPORT**



**THE
RELATIONAL
WORKFORCE
SUSTAINED**



**"AT FIRST PEOPLE REFUSE TO
BELIEVE THAT A STRANGE NEW
THING CAN BE DONE.
THEN THEY BEGIN TO HOPE IT
CAN BE DONE.
THEN IT IS DONE
AND ALL THE WORLD WONDERS
WHY IT WAS NOT DONE
CENTURIES AGO."**

FRANCES HODGSON
BURNETT,
THE SECRET GARDEN

Questions and Conversation

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