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*community engagement
for better healthcare*

**Introducing: INSPIRE's new
Community Engagement
Assessment & Practice Library**



LEARNING NETWORK

Community Engagement Learning Network

4th Wednesday of every month from 3-4:30pm ET

A unique opportunity for professionals working on community engagement and people with lived experience to connect and learn together through monthly meetings.

Register now: <https://bit.ly/4hisMXs>

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INSPIRE

Organizational partners



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Lived experience partners



Burt Pusch



Rebecca Esparza



Laura Carroll



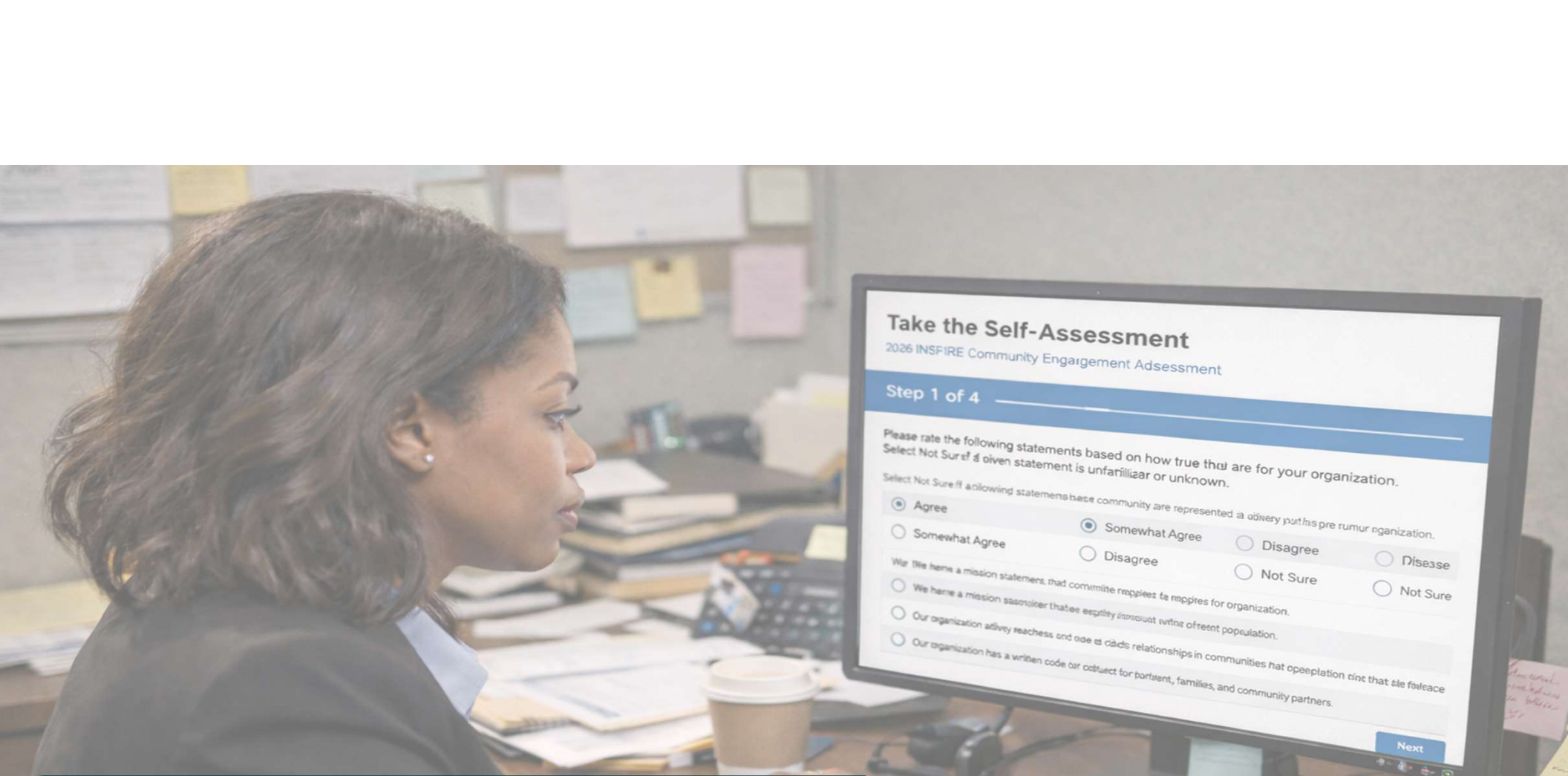
Savina Makalena



Alan Coker



Stephanie Burdick



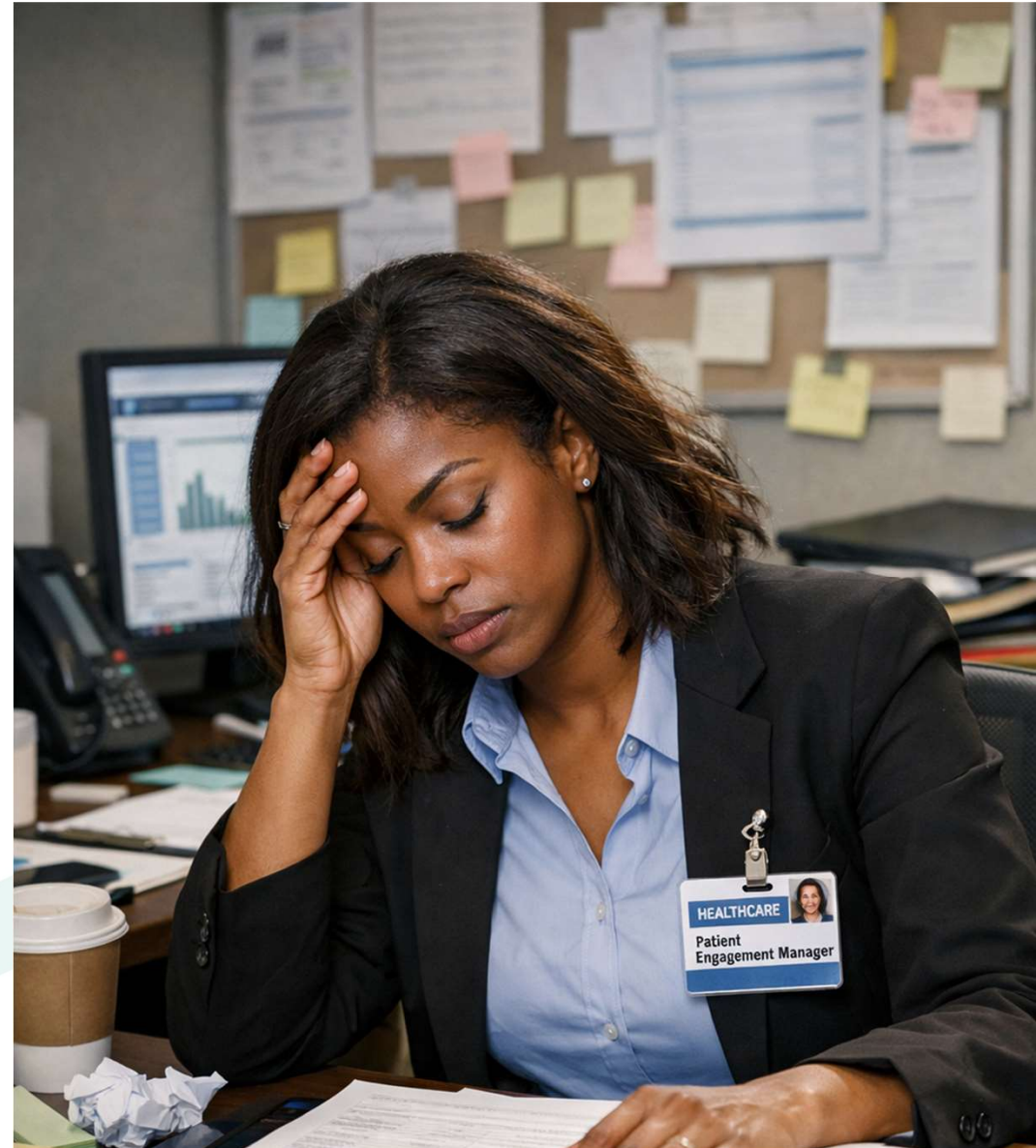
Community Engagement
Assessment & Practice Library

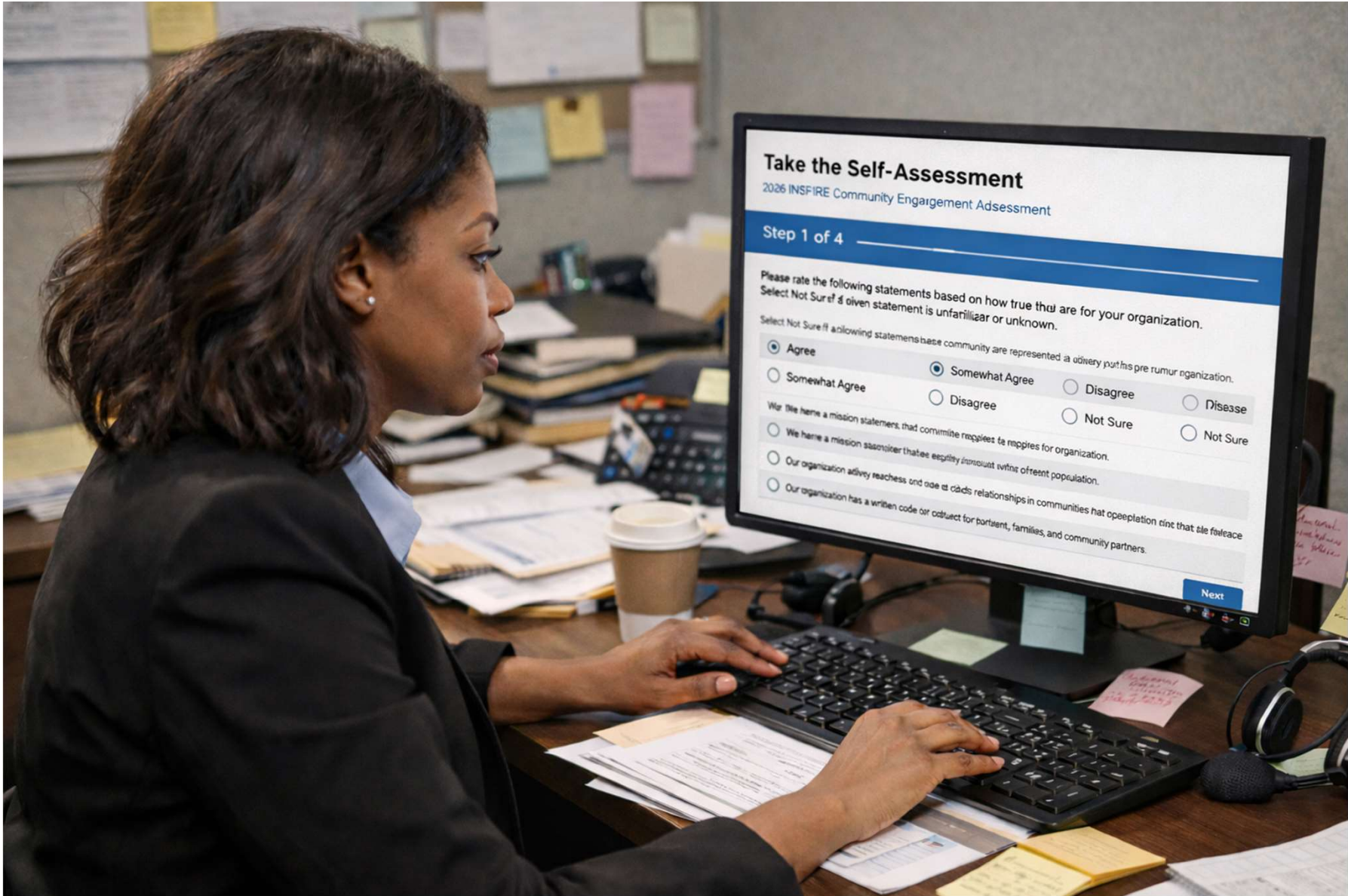
Sidney loves her job as a Patient Engagement Manager, but the work is *HARD*.

Her organization is looking carefully at their patient engagement work and raising questions about the value and benefits of their Patient and Family Advisory Council (PFAC).

PFAAs are uncertain too -- she just got off a call with a PFAC member who said, "I show up every month to the meetings, but I don't see how anything is getting better."

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Take the Self-Assessment

2026 INSFIRE Community Engagement Assessment

Step 1 of 4

Please rate the following statements based on how true they are for your organization. Select Not Sure if given statement is unfamiliar or unknown.

Select Not Sure if following statements these community are represented a delivery part has pre rumur organization.

- Agree
- Somewhat Agree
- Disagree
- Disagree
- Not Sure
- Not Sure

We have a mission statement that commits resources to support the organization.

- We have a mission statement that commits resources to support the organization.
- Our organization actively reaches out and builds relationships in communities that are underserved.
- Our organization has a written code of conduct for partners, families, and community partners.

Next

Thank you for taking the self-assessment

Here are your results!

Thank you for taking the self-assessment to reflect on your organization's practices for engaging people with lived experience.

Based on your responses, we recommend you check out these sections of our Practice Library. It is often easier to build from organizational strengths, so the first set of recommendations are "easier wins" - areas where we think you can build from what is already going well. The second set of recommendations are "bigger lifts" - areas where your organization has the most room to grow.

Easier wins:

Supporting Participation →

Transparent Communication →

Establishing Feedback Loops that Support Action →

Bigger lifts:

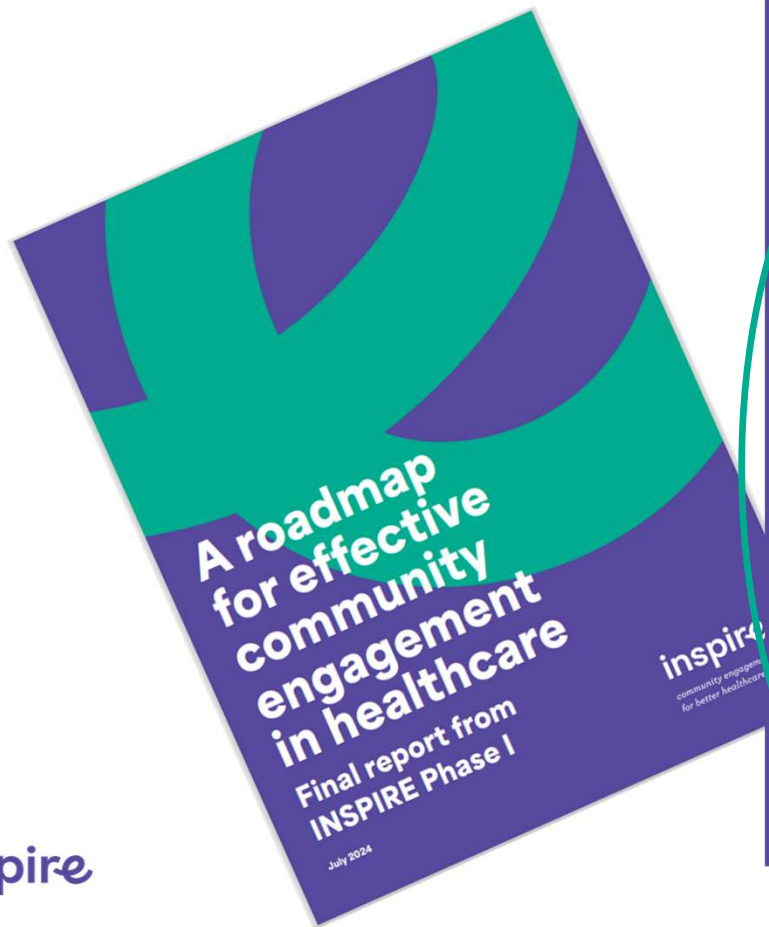
Setting Specific Goals and Objectives →

Engaging executive leaders →



Project background

Supporting professionals leading CE



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Recommendations

<p>1</p> <p>Strengthen the practice and impact of community engagement initiatives by increasing access to training and learning communities for healthcare professionals leading the work.</p> <p>There is enormous opportunity to advance CE by expanding access to hands-on training and technical assistance that meets frontline professionals where they are by providing not only conceptual frameworks, but also step-by-step guides to real-life applications of CE promising practices, including adapting approaches to meet the specifics of their own community and organizational context.</p>	<p>2</p> <p>Prioritize leadership development and capacity building for PWLE – particularly those from under-represented communities – to step into partnership roles.</p> <p>While there is much work for healthcare organizations to foster authentic, inclusive, and accessible contexts for CE, PWLE desire better access to mentorship and peer learning opportunities to equip them with the skills and knowledge to effectively engage with healthcare organizations as equal partners. PWLE co-leading these capacity building efforts is essential to addressing current gaps in diversity, equity and inclusion and to building genuine community power through CE.</p>
<p>3</p> <p>Improve organizational-level infrastructure to support high-quality and impactful community engagement.</p> <p>For CE initiatives and those leading the work to be successful, organizations must adopt supportive systems, policies, and frameworks that enable CE work to flourish. To support organizations in doing so, it is vital to define the roles and responsibilities of those carrying out CE work and develop a shared approach to CE impact measurement – specifically one that can help address the central barrier of resource constraints by supporting a business case for CE.</p>	<p>4</p> <p>Address structural and policy opportunities that could improve the uptake of community engagement.</p> <p>Advancing federal and state policy requirements for CE and exploring a set of healthcare CE accreditation standards – either as a standalone program or as a component of an existing accreditation program like health equity – would have significant impact on ensuring that CE is being adopted in meaningful and sustainable ways. Crafting and implementing these approaches in partnership with PWLE, prioritizing incentives rather than penalties to address the need to properly resource CE work, and including support structures to ensure high-quality implementation will ensure these approaches achieve their desired outcomes.</p>

Partner sites



**COMMUNITY
HEALTH PLAN**
of Washington™



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Methodology

- Discovery phase
 - Exploratory calls and a review of key documents
- Semi-structured interviews with
 - Frontline staff leading working with PWLE
 - Department and executive leaders
 - PWLE who members of the organization's advisory committee(s)
- Data-analysis
 - Our analysis was an interactive sense-making combining qualitative review with the AI tool NotebookLM to identify emerging themes.

The INSPIRE Framework for Engaging PWLE

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Lessons from implementation science

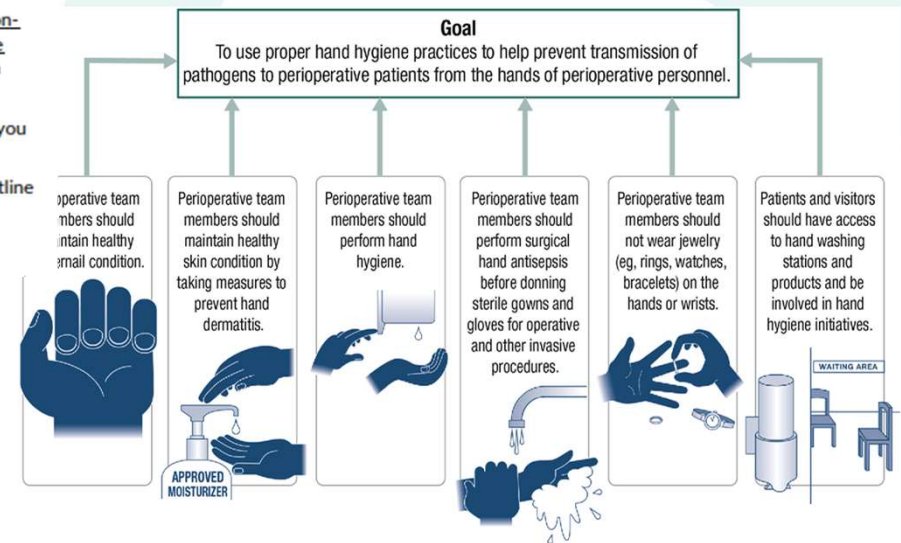
SAMPLE PRACTICE PROFILE EXCERPT

EMPATHY in communication and problem-solving

OPTIMAL	DEVELOPMENTAL	UNACCEPTABLE
<p>Accepts responsibility, tries to meet clients where they're at, seeks to understand why</p> <ul style="list-style-type: none"> "We've tried a couple of different strategies to meet with the family, but it's not working for them. What have other people tried to resolve similar barriers? How can I improve to meet their needs?" 	<p>May recognize current strategies aren't working but be unsure of next steps. May use a mix of accepting and blaming language</p> <ul style="list-style-type: none"> "The family isn't making these appointments, but I just don't know what to do about it." 	<p>Uses blaming language, doesn't accept responsibility</p> <ul style="list-style-type: none"> "This family is noncompliant." "I've tried all these strategies with this mom, and she just isn't getting it."

KEY ELEMENTS OF A PRACTICE PROFILE:

- ✓ **Creates a common vocabulary:** for discussing jobs and skills & expectations
- ✓ **Shows 3 levels:** *optimal* (top of practice, mastered skill); *developmental* (competency is growing, working on applying skills consistently/independently/in varied contexts); *unacceptable*
- ✓ **Specifies: core values that should guide decision-making and action** (e.g., trauma-informed), **core processes/approaches** (e.g., assessment-driven care), and **core skills** (e.g., problem-solving)
- ✓ **Is specific:** includes real-life scenarios of what you see in practice
- ✓ **Different versions exist for all staff levels:** frontline staff, supervisors/coaches, executive leaders

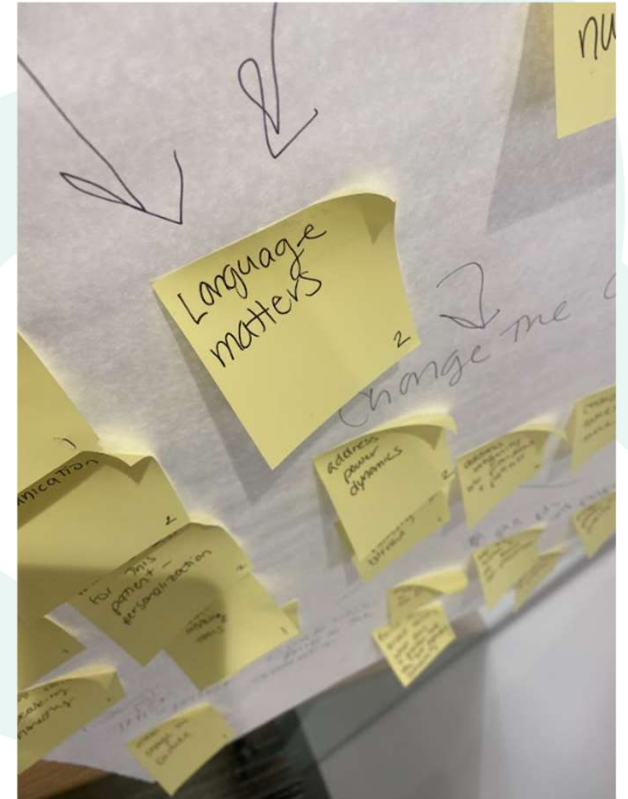


**.... but community engagement isn't
hand washing**

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Our vision

- We wanted this new tool to be:
 - **Additive** – building from what already exists
 - **Practical** – real guidance, focused on implementation
 - **Digestible** – multi-media elements and bite-sized sections
 - **Customized** – no need to read 100 pages to find what you're looking for
 - **Guided** – we can tell you where to start



CE Assessment & Practice Library

- This resource is designed for anyone whose job involves leading or supporting community engagement
- A brief self-assessment asks you questions about your organization current work with people with lived experience, and assessment results provide customized links to articles in the Practice Library
- Organizations can use this resource to see which engagement practices they can put into action now and which might take more time to develop. This resource can support strategic planning, annual reviews, or quality improvement cycles, helping teams track progress, celebrate growth, and decide what to focus on next.



**Check out the CE Assessment &
Practice Library at:
consumerpartnership.org/assessment**

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Please join us for our next session of the CE Learning Network featuring a presentation from Common Ground Health!

March 25th from 3:00 - 4:30pm ET

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Questions?