



## Family Engagement Quality Improvement Project: Change Package

This document provides practice teams with practical tools, resources, and strategies to plan and implement tests of change or Plan, Do, Study, Act (PDSA) cycles. Tools and resources are specifically selected to assist practices with improving quality of care consistent with this project aim. Sample PDSA cycles are provided.

### Fostering Shared Decision-Making with Patients and Families

These tools and resources assist pediatric practices with implementing shared decision-making in partnership with families and caregivers. **Shared decision-making** is a collaborative process that allows patients and their health care providers to make health care decisions together, taking into account the best scientific evidence available, as well as the patient's values and preferences. A model for shared decision making includes: 1) Introducing choice; 2) describing options; 3) helping patients explore preferences and make decisions.

- [Cincinnati Children's Hospital Decision Aids to Facilitate Shared Decision Making in Practice](#)
- [Decision Support Toolkit for Primary Care](#)
- [Shared Decision Making Toolkit and Step-by-Step Instructions](#)
- [A to Z Inventory of Patient Decision Aids](#)
- [Shared Decision Making National Resource Center](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review "[PDSA Sample 1](#)" focused on fostering shared decision-making with patients and families by using the Cincinnati Children's Hospital decision aids for Attention Deficit Hyperactivity Disorder.

### Enhancing Family Engagement

These tools and resources focus on key techniques and strategies to enhance family engagement in clinical practice. **Family engagement** can include motivational interviewing, teach back, and utilization of the "Ask-me-3" framework.

- [Motivational Interviewing Network of Trainers](#)
- [Motivational Interviewing Resources from the American Academy of Pediatrics](#)
  - a. [Motivational Interviewing Definition and Implementation Strategies](#)
- [Change Talk, American Academy of Pediatrics](#)
- [Ask-Me-3: Good Questions for Your Good Health](#)
- [Always Use Teach Back](#)
- [Teach Back Toolkit](#)
- [Health Literacy Universal Precautions Toolkit](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review "[PDSA Sample 2](#)" focused on enhancing family engagement by using two resources: the Teach Back Toolkit and Always Use Teach Back resource.

### Obtaining Family Feedback

These resources provide pediatric practices with ideas for obtaining feedback from families, including patient and family advisory councils, pre-visit questionnaires, and family focus groups.

- [Family Engagement Guide: The Role of Family Health Partners in Quality Improvement Within a Pediatric Medical Home](#)
- [Creating a Patient and Family Advisory Council: A Toolkit for Pediatric Practices](#)
- [Fostering Partnership and Teamwork in the Pediatric Medical Home: A “How-To” Video Series](#)
- [Resources for Family Feedback](#)
  - a. Pre-visit contact form ([English/Spanish](#))
  - b. Child and Adolescent Health Assessment ([English/Spanish](#))
  - c. [Family/Caregiver Survey](#)
  - d. [Family Focus Group Guide](#)
  - e. Post-Visit Family/Caregiver Survey ([English/Spanish](#))
- [Well-Visit Planner](#)
- [Bright Futures Pre-visit Questionnaire \(Sample: 1 Month Visit\)](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review “[PDSA Sample 3](#)” focused on obtaining family feedback through the use of a pre-visit contact form.

### Connecting Families to Appropriate Supports and Services

These resources assist pediatric practices with assessing family strengths and needs, and connecting families with appropriate supports and services based on their needs. Every family, including those living in vulnerable and medically underserved communities, require connection to some type of community service.

- [Strengthening Families Initiative](#)
  - a. [Identifying Family Protective Factors](#)
  - b. [Protective Factors Action Sheet](#)
- [Compendium of Care Coordination Needs Assessment Tools, Massachusetts Child Health Quality Coalition](#)
- [Coordinating Care with Family Supports and Services](#)
  - a. [Family-centered Care Coordination form](#)
  - b. [Referral form](#)
  - c. [Co-management letter](#)
- [Family Care Notebook](#)
- [Community Resource List/Resource Referral List Template](#)
- [Care Mapping: “How-To” Guides for Professionals and Families](#)
  - a. [Sample Care Map \(Ecomap\)](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review “[PDSA Sample 4](#)” focused on connecting families to appropriate supports and services through the use of a Family-centered Care Coordination form.

Review “[PDSA Sample 5](#)” focused on connecting families to appropriate supports and services through the use of the Protective Factors Action Sheet.

### Family Resources for Pediatric Practices

Every state has unique resources and supports available to assist pediatric practices with enhancing family engagement, shared decision-making, and connecting families to supports and services. A few organizations are included below.

- [Connecting with State Title V Programs](#)
- [Family-to-Family Health Information Centers](#)
- [American Academy of Pediatrics State Chapters](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review "[PDSA Sample 6](#)" which focuses on assisting pediatric practices with building relationships with community organizations that provide family resources and support by inviting a community organization into a monthly physician and staff meeting.

### Creating a Care Plan

These resources will assist practices with creating plans of care in partnership with families and caregivers. According to the Lucile Packard Foundation for Children's Health, a **plan of care (care plan)** "includes the information necessary to assure that issues affecting a child's health and health care are identified, and that activities and accountability for addressing them are documented. The best strategies, care structures, processes and outcomes result when patients, families and health care providers form trusting, caring partnerships and draw upon one another's perspectives and expertise."

- [Achieving a Shared Plan of Care for Children and Youth with Special Health Care Needs](#)
- Sample Care Plans: National Center for Medical Home Implementation
  - [Pediatric Care Plan \(English\)](#)
  - [Pediatric Care Plan \(Spanish\)](#)
- [Additional Care Plan Templates: National Institute for Children's Health Quality](#)

#### Sample Plan-Do-Study-Act (PDSA) Cycle:

Review "[Sample PDSA 7](#)" which focuses on creating a care plan using the National Institute for Children's Health quality care plan template.