



Engaging Patients and Families to Accelerate Pediatric Practice Transformation

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Learning Objectives

At the conclusion of the presentation, participants should be able to:

1. Articulate the critical importance of patient and family engagement to inform all practice transformation efforts.
2. Take small action steps toward incorporating patient and family voice into day-to-day practice and envision ways that patient and family perspectives can inform their practice transformation work.
3. Better understand the link between adopting equitable, anti-racist policies and practices and providing patient and family-centered care.



Agenda

- Overview of Accelerating Child Health Transformation Initiative
- Perspectives of ACHT Family Advisory Team
- University of New Mexico ADOBE Program: Meaningful Patient and Family Engagement in Practice
- Discussion
- Interactive Activities:
 - SOAR Analysis
 - Peer Consultation
 - Review of Child Health Transformation Resource Center

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Accelerating Child Health Transformation

A photograph showing a woman with long dark hair smiling warmly while holding a young child. The child is looking towards the right. In the background, the back of another person's head with glasses is visible, suggesting a clinical or healthcare setting. The overall tone is positive and focused on child care.

Accelerate the adoption of key strategies and levers to transform child health care beyond medical care and advance family-centered pediatric practice.

Accelerating Child Health Transformation

Key strategies to transform child health care beyond medical care include:



Adopting **anti-racist practices and policies** to advance health equity.



Co-creating **equitable partnerships** with patients, families, and providers.



Identifying **family strengths** and addressing **health-related social needs**.

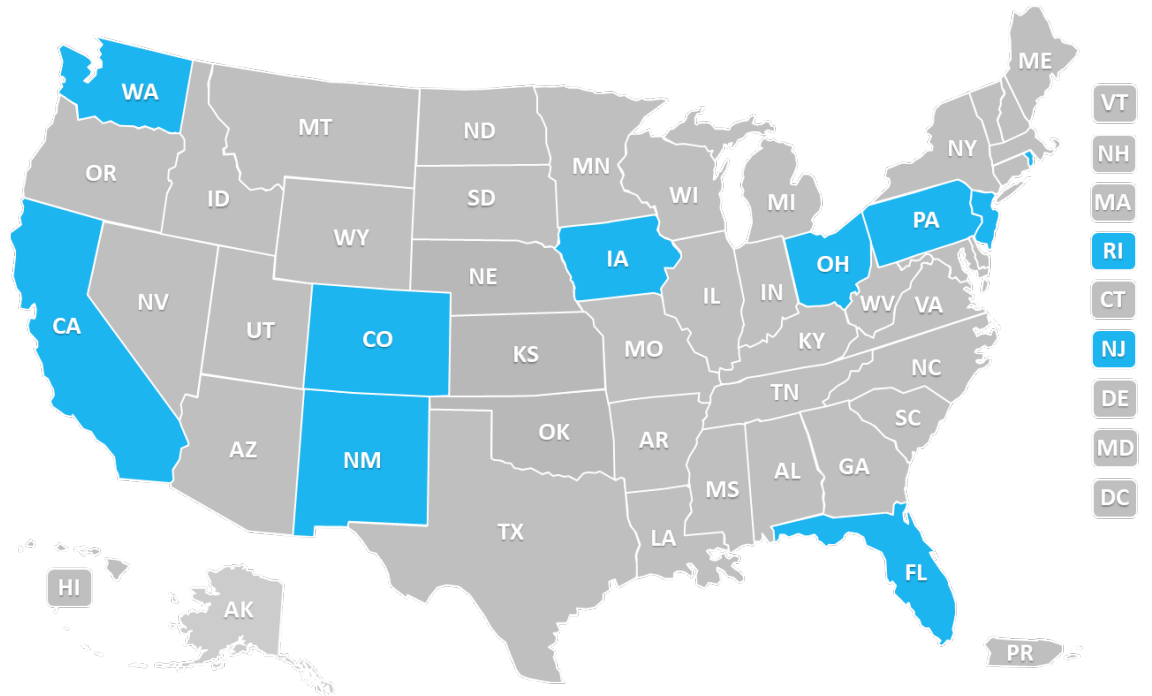
Payment and accountability levers are critical to support and sustain these enhanced approaches to care.

Accelerating Child Health Transformation Initiative – Primary Goals

ACHT convened leading experts, pediatric providers, and family advisors across the nation to help accelerate child health care transformation beyond medical care by:

- Creating a **national learning community** to promote the adoption of **key strategies** to accelerate child health care transformation;
- Piloting **implementation strategies** to support effective practice transformation;
- Researching, developing, and broadly disseminating a **curated and adaptable set of resources**; and
- Identifying **accountability measures and financing structures** that can support and accelerate widespread adoption of key strategies.

Map of ACHT Pediatric Provider Pilot Sites



Patients and Families at the Center of Decision-Making

Putting patients and families at the center of decision-making is foundational for providers looking to transform their culture, policies, and practices. This may look like:

- **Engaging patients and families meaningfully** throughout the transformation process;
- **Valuing patients' and families' time** by compensating them;
- **Supporting patients' and families' ability to engage** by providing necessary supports, trainings, and flexibility;
- **Disrupting existing power dynamics** by enabling patients and families to co-lead transformation efforts; and
- **Listening to youth voices** by developing opportunities to hear from children and youth directly.



Perspectives of ACHT Family Advisory Team

- Family Advisory Team roles on ACHT project:
Hala Durrah and Tamela Milan-Alexander
- Support of pediatric practices through learning community sessions and technical assistance
- Balancing lived and professional experience and expertise
- Sharing power and the value of Family Advisory Team members' expertise

University of New Mexico ADOBE Program

- **Practice Overview;**

- Albuquerque, NM
- Program in two safety net clinics
- Serve adolescents and their families
 - 99% Medicaid
 - Majority-Minority population
 - Mainly English and Spanish
 - Post incarceration and/or in foster care placement to reduce return to incarceration
- 100-200 children served annually

- **Wrap-around services**

- Juvenile justice involved youth and their families
- Medical home model
- Multi-generational approach

- **Multidisciplinary care team serves patients and families' unique needs including:**

- Navigators or Home-Based CHW
- Educational Liaison, Home and School
- Primary Care Doctor
- Nurse Practitioner
- Psychiatrist
- Psychologist



Engaging Family Priorities

- Medical Model constrains a patient as having “problems or complaints”
- Navigators view client as holder of capacities in family system
 - Initiate contact in justice settings, introduce voluntary services
 - Coordinate client and family contact after discharge, start engagement
 - Observations of client status
 - No young person or family wants to be under control of justice system
 - Underlying Adverse Childhood Experiences preceded justice system contact
 - Families experience high levels of stress and grief from justice contact, racial disparities
 - Youth and young adult clients see other family members having unaddressed needs
 - Navigators listen to family and individual goals, help prioritize
- Education/Employment demonstrate resilient capacities, access equity
- Medical, legal, mental health/wellness stabilize and support consistency
- Practices drive care to reduce racial disparities, honor family voices, partner

Strengths, Opportunities, Aspirations, and Results (SOAR) Analysis

Questions to consider:

- How is family engagement part of your pediatric practice, health system, or organization?
- What can we build on?
- What are our patients asking for?
- What opportunities already exist to engage patients and families?
- What does our team care deeply about?
- How will we know we have been successful?

Note: These questions can be answered from the practice/point of care, policy, or health system level.

S

Strengths

- What are our greatest strengths?
- What makes us unique?
- Where do we excel?

O

Opportunities

- What opportunities can we leverage into success?
- What disruptions can we reframe as opportunities?
- How might funding be rebalanced?

A

Aspirations

- What do we want to be & do in the future?
- How can we make a difference?
- What are we passionate about?

R

Results

- What are the measurable results that will tell us how we've achieved our vision?
- How do we translate our vision of success into tangible outcomes?

Peer Consultancy

Meet in small groups to discuss your SOAR analysis and brainstorm opportunities to improve family engagement at your practice.

Then, join a full group discussion facilitated by session faculty and TAs.



Changes you may wish to make in practice:

1. Create opportunities to hear directly from patients and their families about their strengths, needs, priorities, and experience of care.
2. Conduct a patient and family engagement assessment to understand the current level of engagement and opportunities for improvement.
3. When asking for patients' and families' input, compensate them for their time and shared insights and provide necessary supports, prep meetings, and resources to enable them to participate, including food and child care.

Resource Center



[Visit CHCS' Main Site](#)

[Resource Center Home](#) [The Need for Transformation](#) [Getting Started](#) [Resources by Topics](#) ▾

Child Health Transformation Resource Center



Child health care is so much more than medical care. Experts in the pediatric field are increasingly expanding their focus to include more preventive care and to encompass the connections between children, families, communities, and the systems they interact with regularly, including early childhood services, education systems, and Medicaid. The significant challenges of the past few years — the COVID-19 pandemic coupled with a national reckoning regarding racial inequities — amplify the imperative for the child health care field to be more holistic in its approaches to support child and family well-being.

This resource center offers tools for providers, community partners, family and patient leaders, policymakers, and others seeking to transform child health care through three key strategies:



1. Adopting anti-racist practices and policies to advance health equity



2. Co-creating equitable partnerships between patients, families, and providers



3. Identifying family strengths and addressing health-related social needs to promote resilience

Explore Topics

[Adopt Anti-Racist Policies & Practices](#)

[Co-Create Equitable Partnerships Between Patients, Families, & Providers](#)

[Identify Family Strengths & Address Health-Related Social Needs](#)

[Sustain Transformation Through Financial & Accountability Levers](#)

References

For more information on this subject, see the following publications:

- [Accelerating Child Health Care Transformation: Key Opportunities for Improving Pediatric Care](#)
- [University of New Mexico: ADOBE Program](#)
- [Transforming Child Health Care Through an Anti-Racist, Family-Centered Focus](#)
- Child Health Transformation Resource Center
- Supporting Child Health Transformation with Patient and Family Engagement Assessments

