

# Continuous Quality Improvement Toolkit

## A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

### Module 3: Resources for Partnering With Families in CQI

#### Phase 1: Ad Hoc Methods

##### Focus Groups

The **Community Toolbox** (Chapter 3, Section 6: Conducting Focus Groups) can help you plan, prepare, conduct, and use the qualitative data from focus groups to more deeply understand community issues. <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/conduct-focus-groups/main>. Section 6 also includes a sample checklist that can help you determine whether a focus group is appropriate to answer your key question(s) and whether you are adequately prepared to run a focus group. <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/conduct-focus-groups/checklist>

##### Surveys

- The **Community Toolbox** (Chapter 3, Section 13: Conducting Surveys) offers a sample checklist of steps in conducting surveys that allows users to reflect on the choices behind their survey methodology, thus helping to ensure that all facets of the survey receive the necessary degree of forethought before the survey is administered. <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/conduct-surveys/checklist>
- The **Working Alliance Family Survey**, which is designed to gauge family satisfaction with a home visiting program, touches on many of the important facets of a successful partnership — including trust, appreciation, and alignment of wants and needs — and could easily be adapted for other programs. <http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/WAI%20Parent.pdf>

##### Other Tools

The Home Visiting Collaborative Improvement and Innovation Network (HV CoIIN) offers a number of informal family engagement tools for Local Implementing Agencies (LIAs):

- **What can Healthy Families Do for You?** This one-pager from an LIA lists the benefits of home visiting and allows families to check off what is most important to them (at time of enrollment). [http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/SimpleChecklistV1\\_0.pdf](http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/SimpleChecklistV1_0.pdf)
- **What can Healthy Families Rappahannock Area do for you?** This one-pager was developed by an LIA to help families share their expectations of home visiting, allowing them to establish a shared understanding from the onset of services. <http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/HFRAExpectationsChecklist%20Copy.pdf>
- This **reproducible card** developed by an LIA can be used during a home visit to check in with a family on how they rate the services that they have received. <http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/CoIIN%20Check%20In%20Card.pdf>

- This **survey** assesses the family's satisfaction with home visiting services. [http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/COIIN%20CQI%20Survey-1\\_0\\_0.docx](http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/COIIN%20CQI%20Survey-1_0_0.docx)
- This **Feeding Survey** assesses a family's infant-feeding practices. <https://www.surveymonkey.com/r/G2CFS9Z>

## Phase 2: Preparing to Involve Families in Continuous Quality Improvement (CQI)

- **Powerful Partnerships**, a handbook published by the National Institute for Children's Health Quality, helps to facilitate the establishment of a strong partnership between families and health care professionals. Section Two: A Guide for Families (starting on page 8) focuses specifically on the role that families play in this partnership and the ways in which families can learn, grow, and empower themselves through successful collaboration with health care professionals in CQI. [http://www.nichq.org/sites/default/files/resource-file/Powerful%20Partnerships\\_0.pdf](http://www.nichq.org/sites/default/files/resource-file/Powerful%20Partnerships_0.pdf)
- **Roles for Patients and Family Advisors in Changing the Concept of Families as "Visitors" to Families as Partners**, a factsheet from the Institute for Patient- and Family-Centered Care, aims to shift the ways in which many hospitals and health care professionals view families, moving away from the concept of families as "visitors" and toward the idea that families are instead valuable partners. It also suggests several ways in which patient and family advisors can play a more active role. For hospitals and health care professionals actively working to change their existing policies and procedures to incorporate this new concept of the role of families, this resource can serve as a great launch pad. <http://www.ipfcc.org/bestpractices/Role-of-P-F-Advisor-2014.pdf>
- Changing hospital visiting policies can be a lengthy process that requires a considerable amount of reflection along the way. **Strategies for Changing Policies**, a resource from the Institute for Patient- and Family-Centered Care, aims to help hospitals and health care professionals rethink their concept of families and family involvement in the health care process, particularly as it relates to hospital visiting policies, by detailing a seven-step process to facilitate changes in these policies. <http://www.ipfcc.org/bestpractices/Strategies-for-Changing-Policies.pdf>
- One of the best ways to get families engaged and invested in home visiting is to ensure that their needs are being met and that the services provided by the home visitor are aligned to the family's goals and expectations of the program. The same is true for getting families involved in CQI. **Partnering with Patients and Families to Enhance Safety and Quality: A Mini Toolkit**, from the Institute for Patient and Family Centered Care, provides a quick survey that can be given to parents to gauge their availability and interest in participating in CQI, thus allowing program staff to design and schedule meetings in a way that can maximize parent involvement (page 8). The Mini Toolkit also provides tips for group leaders and facilitators on involving patients and families on committees and task forces; this might prove useful when considering which family partners to select (page 11). It also has some tips for preparing for and conducting meetings that include family partners, which could be applied to the home visiting setting (pages 11 and 12). <http://www.ipfcc.org/resources/Patient-Safety-Toolkit-04.pdf>
- Family Ties of Massachusetts' **Words of Advice: Checklist for Parents Serving as Advisors** describes benefits for families serving as advisors to a program that provides information and referrals, emotional support, and trainings to parents of children and youth with special needs. Information in this resource could be adapted to help explain to families the benefits of being involved in their home visiting program's CQI work. The checklist includes questions that families can ask themselves to determine if they should or want to be involved. [http://www.massfamilyties.org/pdf/Words\\_of\\_Advice\\_EIPLP.pdf](http://www.massfamilyties.org/pdf/Words_of_Advice_EIPLP.pdf)

**“Who You Gonna Call?”** This resource was written for parents who are considering participation in Interagency Coordinating Councils of the Federation for Children with Special Needs, but can be adapted for home visiting programs. It provides considerations that may be applicable to parents who are deciding whether to participate as an advisor for a variety of organizations, and includes some things that those administering programs should keep in mind when determining which parents to ask to participate. [https://www.nichq.org/sites/default/files/resource-file/Who\\_You\\_Gonna\\_Call.pdf](https://www.nichq.org/sites/default/files/resource-file/Who_You_Gonna_Call.pdf)

- The National Institute for Children’s Health Quality’s **Family Engagement Guide** is a comprehensive resource on how to engage family health partners in quality improvement within a pediatric medical home, and includes many useful components that could be adapted for home visiting — in particular, a list of benefits for families participating in quality improvement (page 6), characteristics of ideal Family Health Partners (page 9), potential activities and roles of Family Health Partners (page 11), a sample job description for a Family Health Partner (page 19), and considerations for recruitment (pages 21–23). [https://www.nichq.org/sites/default/files/resource-file/Family\\_Engagement\\_Guide\\_FINAL.pdf](https://www.nichq.org/sites/default/files/resource-file/Family_Engagement_Guide_FINAL.pdf)
- The **Co-production Change Package** from ImproveCareNow provides information and tools related to co-production, the idea that families and care providers collaborate as equal and reciprocal contributors to improve health care and health outcomes. Although focused on the health care setting, the content is applicable to home visiting programs. Section II includes information on finding the right parent or family member to join your team and how to start involving parents, and Section III includes a key driver diagram and changes to test for achieving a co-production SMART aim. <http://hv-coiin.edc.org/sites/hv-coiin.edc.org/files/co%20production%20Change%20Package%20v3.0%20FINAL.pdf>

### Phase 3: Experimenting with Ways to Involve Families

- The **Practice Improvement Team** toolkit from the Cambridge Health Alliance discusses the use of practice improvement teams in patient-centered medical homes, and goes through the steps of composing and launching a practice improvement team. Section 3: Supporting Patient Partnership (beginning on page 23) specifically details how to support the patient-partner lifecycle and provides useful resources, including what to look for in a partner, how to integrate family partners into your team, orienting family partners to this type of collaboration, and sample letters and agreements that could be applied to home visiting. [https://pfccpartners.files.wordpress.com/2013/09/cha\\_practice\\_improvement\\_team\\_toolkit-7-14.docx](https://pfccpartners.files.wordpress.com/2013/09/cha_practice_improvement_team_toolkit-7-14.docx)
- The **Michigan Home Visiting Initiative Parent Mini-Conference** agenda and simple PowerPoint offers an example of how one state orients families to CQI work within home visiting and engages them in a dialogue about ways to engage and partner in CQI work. <https://drive.google.com/file/d/0B2GoVClIWOLSBFlybTFUWl9MMGM/view?usp=sharing>

### Phase 4: Building Active Partnerships with Families

- **Creating a Patient and Family Advisory Council: A Toolkit for Pediatric Practices** is a comprehensive guide on how to engage family health partners in quality improvement within a pediatric medical home with many useful components that could be adapted for home visiting. <http://www.nichq.org/sites/default/files/resource-file/PFAC%20Toolkit.pdf>
- The National Institute for Children’s Health Quality’s **Family Engagement Guide** provides a wealth of information on how to build effective family involvement. Step 5: Evaluate, Sustain and Improve Family

Engagement and the Family Health Partner Role (starting on page 40) includes a checklist that allows health care programs to meaningfully reflect on the degree to which they currently involve families in their practice and to enumerate the ways in which they are doing so. For those looking for strategies to increase family involvement, a variety of strategies are offered for sustaining, supporting, and advancing family engagement. [https://www.nichq.org/sites/default/files/resource-file/Family\\_Engagement\\_Guide\\_FINAL.pdf](https://www.nichq.org/sites/default/files/resource-file/Family_Engagement_Guide_FINAL.pdf)

- **WIHI: The New World of Co-Producing Health and Health Care**, a resource from the Institute for Healthcare Improvement, focuses on co-production in health care and aims to help patients and health care providers optimize the collaboration that forms the basis of co-production. Although medical staff have historically been viewed as the sole engines and creators of health care, co-production challenges this view by asserting that both families and practitioners should play an important role in health care. By reframing the situation, we can create an opportunity for families and practitioners to develop mutually respectful, helpful relationships. <http://www.ihl.org/resources/Pages/AudioandVideo/WIHI-The-New-World-of-Coproducing-in-Health-and-Health-Care.aspx>
- **Ripples of Transformation: Families Leading Change in Early Childhood Systems**, a toolkit from First 5 Alameda County, aims to help organizations optimize family engagement with CQI by focusing on three main topics: (1) engaging with their children, (2) shaping programs and services, and (3) influencing policies and systems. Through examples, strategies, resources, and stories of effective family engagement, this toolkit equips readers with a wealth of knowledge that they may then use to engage and empower families. <http://www.first5alameda.org/ripples-of-transformation-families-leading-change-in-early-childhood-systems>

For more information on partnering with families in continuous quality improvement, please see: Zeribi, K., Mackrain, M., Arbour, M., & O'Carroll, K. (2017). *Partnering with families in continuous quality improvement: The Maternal, Infant, and Early Childhood Home Visiting Program*. OPRE Report #2017-47. Washington, DC: Office of Planning, Research and Evaluation, U.S. Department of Health and Human Services. Produced by James Bell Associates.