

**Family Engagement Quality Improvement Project
(Family-Centered Care Quality Improvement Project, Round Two)**

By January 2017, 10 pediatric primary care practice teams will work individually and collaboratively to test, implement, disseminate, and plan to sustain strategies that lead to improved family engagement in clinical practice through enhanced shared decision-making and connection of families to appropriate supports and services.

Participating pediatric primary care practice teams will make improvements so that:

1. 80% or more patients have documentation in their medical record that patient/family concerns were elicited at the most recent health supervision visit.
2. 80% or more patients have documentation in their medical record that patient/family concerns were addressed at the most recent health supervision visit or a plan to address the concerns was made.
3. 80% or more patients have documentation in their medical record that family strengths were identified and discussed at the most recent health supervision visit.
4. 80% or more patients have documentation in their medical record that a post-visit medical summary or a comprehensive care plan was created or updated/maintained at a most recent health supervision visit.
5. 80% or more patients have documentation in their medical record that a current copy of their post-visit medical summary or comprehensive care plan was reviewed through an active form of family engagement and offered to patient/families at a most recent health supervision visit.
6. 80% or more of patients have documentation in their medical record that families received a follow-up discussion of age-appropriate screening results on the same day as the screening.
7. 80% of parents/families will indicate that their practice honored or respected parent/family values and beliefs, as measured through a post-visit family survey.
8. 80% of parents/families will indicate that information about their child’s health was explained in an easy to understand manner, as measured through a post-visit family survey.
9. 80% of parents/families will indicate that individuals providing care to their child showed respect for the family, as measured through a post-visit family survey.
10. 80% of parents/families will indicate that practice staff treated them with dignity and respect, as measured through a post-visit family survey.
11. 80% parents/families will indicate that individuals providing medical care to their child involved families in decisions about their child health, as measured through a post-visit family survey.

Balancing Measures:

1. Think about the changes your team has implemented as part of the “Family Engagement Quality Improvement Project.” Because of this project, the amount of time it takes staff and pediatricians to communicate with patients and families has taken:

| Much less time | | No change | | Much more time |
|----------------|---|-----------|---|----------------|
| 5 | 4 | 3 | 2 | 1 |

2. Think about the changes your team has implemented as part of the “Family Engagement Quality Improvement Project.” Because of this project, the care team’s confidence about engaging families in shared decision-making has become:

| Much more confident | | No change | | Much less confident |
|---------------------|---|-----------|---|---------------------|
| 5 | 4 | 3 | 2 | 1 |