



CHANGE IDEA: Establish a family advisory group to guide developmental surveillance and screening procedures.

STEP 1: GET READY (TASKS)

- A. Identify health center stakeholders who will champion the family advisory initiative.
- B. Review the [Family Engagement in Systems Assessment Tool](#) to understand core principles and best practices.
- C. Develop an [invitation](#) to recruit family members from the community served by the health center.
- D. Provide orientation for staff and family members on shared decision-making and family engagement.
- E. Include one or more family members on the practice transformation team alongside the clinicians, nursing staff, and front office staff.

STEP 2: PLAN AND PRACTICE

Pilot the advisory group by reviewing current surveillance and screening procedures and gathering family feedback on relevance. Co-develop the group's [agenda](#) and [charter](#).

SAMPLE PROCESS:

- A. Conduct a kickoff meeting to introduce the goals of the advisory group.
- B. Facilitate structured feedback sessions using the Family Engagement in Systems Assessment Tool.
- C. Document recommendations and select two areas of screening and surveillance to pilot based on feedback.
- D. Establish communication channels between the advisory group and clinical leadership.

STEP 3: REVIEW AND REFINE

Review pilot outcomes, including family satisfaction, feasibility of recommendations, and staff reflections. Use feedback from discussions and surveys to assess effectiveness and adjust group structure or processes as needed.

STEP 4: EXPAND

Expand the family advisory group's role to advise on additional procedures and participate in standing committees. Consider including family representatives in broader health center decision-making bodies.

STEP 5: SUSTAIN

Embed family engagement in the health center's strategic plan. Allocate resources (e.g., staff time, stipends, training) to support the advisory group. Celebrate contributions to demonstrate the impact of family voice on health system improvements.

Review group functioning, participation levels, and impact on health center policies quarterly. Share updates with staff and families and identify opportunities to strengthen engagement.

