



CHANGE IDEA: Establish a family advisor role to inform and co-design developmental surveillance and screening processes.

STEP 1: GET READY (TASKS)

- A. Consider a current board member with lived family experience who represents the community and could serve as the initial family advisor.
- B. Define a [scope of work](#) focused on reviewing and providing input on current surveillance and screening protocols.
- C. Include the family advisor on the practice transformation team if applicable.
- D. Orient the advisor to the health center's systems, priorities, and expectations for engagement.
- E. Provide training on the [Family Engagement in Systems Assessment Tool](#) to guide their feedback process.

STEP 2: PLAN AND PRACTICE

Pilot the role by involving the family advisor in one screening improvement effort (e.g., developmental or maternal depression screening).

SAMPLE PROCESS:

- A. Schedule monthly meetings between the advisor, clinical staff, and quality team.
- B. Use structured questions from the engagement tool to gather insights on challenges and family needs.
- C. Collaboratively identify one or two changes to make the screening process more family-centered.
- D. Document recommendations and implement changes on a small scale.

STEP 3: REVIEW AND REFINE

Assess the impact of the family advisor's input using staff feedback, advisor reflections, and brief family satisfaction surveys.

STEP 4: EXPAND

If successful, recruit additional family advisors to participate in other quality improvement initiatives.

STEP 5: SUSTAIN

Conduct a review with staff and family participants to refine and strengthen the family advisor role.

Institutionalize the role by embedding family advisors in quality improvement teams and advisory councils. Provide stipends or other recognition to honor contributions.