



Mini Pii Session

Person and Family Engagement: Quality Improvement process

February 20, 2019

Megan Lipman, Director of Quality management with Jewish Family & Children's Service presented and lead a conversation around identifying a need for and creating a Community Advisory Council that includes both patients and families.

Highlights from presentation included:

- Engaging the Patient and Family in all Decisions, focusing on Quality Integrated Care and closing feedback loops
- Using a systematic process of monitoring, evaluating, measuring and re-measuring, using reports, tools, notifications and patient surveys
- Transparency is key
- Solution Focus, outcome based, follow-up and feedback at next meeting
- Council as a sub-committee of the Quality Assurance Committee
- Council provides feedback on process, policy, system of care, barriers to care, key indicator outcomes
- Overcome challenges to participants b providing transportation, agenda, open environment for sharing and convenient location and time; provides light meal or snack
- Grow leadership organically from participants

Questions/Discussion:

Q: Requested direction for Crisis Agencies to reengage patients

A: Suggestions from other participants to consider outreach to family members instead of patient

Q: How did JFCS identify participants for the council?

A: Use of question on patient survey to identify those interested as well as suggestions from practitioners.

Q: Is there a formal agreement signed by participants or a tenure?

A: There is no tenure and no formal agreement was signed. Expectations were reviewed at the initial meeting. PHI is not shared. Proprietary information is only shared visually and never handed out.

Q: Would JFCS be willing to help other organizations set up a Patient Advisory Council

A: Yes. Reach out directly to Megan.

Jewish Family & Children's Service

- ▶ Person and Family Engagement
- ▶ Quality Improvement Process



Our Mission and Vision

- ▶ Strengthening the community by providing behavioral health, healthcare and social services to all ages, faiths and backgrounds.
- ▶ At JFCS, we hope for a future where families are strong, where our elders are cared for and where children are safe. Our dedication to our mission is strengthened by our commitment to our core Jewish values that honor community and the continuity of the generations.



Quality Improvement Process

- ▶ Engaging the Patient and Family in all Decisions
- ▶ Focus on Quality Integrated Care
- ▶ Feedback Loops



Quality through Collaboration

- ▶ Values input from members, families, employees, practitioners, accrediting and regulatory agencies, community members and funding sources.
- ▶ Systematic process of both prospective and retrospective monitoring, evaluating, measuring, and re-measuring. Using reports, tools and notifications to monitor such measures as hospital and ER use and quality key indicators.
- ▶ Quality Management Committee Structure and the Community Advisory Council (CAC)



Community Advisory Council

- **Why:** JFCS identified a need to increase member feedback into the quality improvement process.
- **Goal:** to provide meaningful participation and a feedback loop for our members and their families.



Community Advisory Council

- ▶ The Council membership represents all populations JFCS serves under the AHCCCS Complete Care contracts (Child, GMHSU, SM).
- ▶ Fifteen members. Care Takers, foster parents, service recipients (adults and youth). Meets Quarterly.
- ▶ Chairs:
Mary Schraven Mary Jo Whitfield, MSW
Director System of Care Vice President of Integrated Health



Community Advisory Council

- ▶ Sub-committee of the Quality Assurance Committee
- ▶ Participants Provide Feedback on; process, policy, system of care, barriers to care, key indicator outcomes
- ▶ Topics; Member Satisfaction Survey Results, Audit Outcomes, Performance Reports, Accreditation Updates, Policy, Member Engagement, Integration Activities



Community Advisory Council

- ▶ Overcoming Challenges:
Transportation provided
Member participation – agenda, open environment for sharing
Location & Time – convenience



Community Advisory Council

▶ Initiatives:

- ❖ Reviewing the member survey process to explore the use of mobility, privacy and convenience.
- ❖ Revising the Outreach and Engagement Policy.



Questions and Conversation

▶ Contact info:

Megan Lipman
Director of Quality Management
Jewish Family & Children's Service
Ext: 10618
Direct Line: (602) 452-4618
Fax: (602) 253-8891
4747 N. 7th St #220
Phoenix, AZ 85014
Megan.Lipman@jcsaz.org

