

Person and Family Engagement Resources

Purpose of this guidance

Our Goal

To work with partners to provide a one source document to clinical staff for addressing person and family engagement (PFE). PFE goes beyond informed consent. It is about proactive communication and partnered decision-making between healthcare providers and patients, families, and caregivers. It is about building a care relationship that is based on trust and inclusion of individual values and beliefs.

It is important for all providing healthcare to include Medicare beneficiaries (or their caregivers) in the discussion about how to improve the care they receive. Through our initiative with CMS, we aim to recognize people and families as partners in quality improvement:

- Improve the quality of care delivered in nursing homes.
- Decrease opioid misuse and improve behavioral health.
- Increase chronic disease prevention and self-care management.
- Increase patient safety.
- Improve care transitions – moving patients to and from different settings of care.

About Us

The Superior Health Quality Alliance is a coalition of eight health-care organizations established in 2018. The alliance covers six states in the Midwest region: Minnesota, Wisconsin, Michigan, Illinois, North Dakota, and South Dakota. The alliance aims to align with the national CMS (Centers for Medicare & Medicaid Services) Quality Strategy and improve the quality of health and health care for various stakeholders, including consumers, patients, clinicians, organizations and communities.

Approaches

There are many different strategies to incorporate the voices of patients, residents, and families. We have a person and family advisory council (PFAC) that provides feedback that informs our strategic direction. Our PFAC reviews materials and tools and offers suggestions to enhance engagement.

We support nursing homes in enhancing their resident and family councils. A resident and family council's function is similar to a PFAC. An additional strategy in incorporating the patient voice could be individual interviews or focus groups.

Target Audience

The intended audience for this playbook is any health system that is providing care clinically and long-term care.

Disclaimer:

The information provided in this resource guide is intended for general reference purposes only. While we make every effort to ensure the accuracy and reliability of the materials and links included, please be aware of the following:

- **Annual Review:** We conduct an annual review of the materials and links to verify their relevance and reliability. However, due to the dynamic nature of content on the internet, changes may occur between reviews.
- **Subject to Change:** Information, websites, and resources are subject to updates, modifications, or discontinuation without notice. We recommend verifying any critical information independently.
- **User Responsibility:** Users are responsible for independently assessing the suitability and accuracy of the materials provided and links based on their specific needs and circumstances. The information provided here pertains specifically to individuals with diabetes who are not pregnant. For guidance on diabetes during pregnancy, please refer to specialized resources related to diabetes and pregnancy.
- **Last reviewed on 9/4/2024**

Resources

- [Person-and-Family-Engagement-Strategy-Summary.pdf](#) | CMS.gov
- [Turn on the Lights Podcast Series – Apple Podcasts](#)
- [inspire-nine-dimensions.pdf \(camdenhealth-website-media.nyc3.digitaloceanspaces.com\)](#)
- [Guiding an Improved Dementia Experience \(GUIDE\) Model](#) | CMS.gov
- [Climate Change and Healthcare System Considerations](#) | ASPR TRACIE (hhs.gov)
- [Superior Health Connect](#)

Care Coordination

- [The Care Transitions Program | Health Care Services for Improving Quality and Safety during Care Hand-offs](#)
 - © Eric A. Coleman, MD, MPH, all rights reserved.
- [Family Caregiver Activation in Transitions \(FCAT\) tool \(securerserver.net\)](#)
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- [Reducing Preventable Hospital/Emergency Department Use](#) | Superior Health Quality Alliance (superiorhealthqa.org)

Resident and Family Councils

- [Building a Strong Foundation for Resident and Family Councils](#) | YouTube
- [Resident and Family Councils Checklist](#)
- Minnesota Office of Ombudsman for Long-Term Care's
 - [Nursing Home Resident Council](#)
 - [Resident Council Manual for Nursing Home Residents](#)
 - [Nursing Home Resident Council Tip Sheet](#)
 - [Family Council Manual for Nursing Home Residents](#)
 - [Nursing Home Family Council Tip Sheet](#)

- Michigan Long-Term Care Ombudsman Program's
 - [Family Council](#)
 - [Fact Sheet](#) | Resident Councils in Nursing Homes
- Wisconsin Board on Aging & Long-Term Care's
 - [Resident and Family Councils](#)
 - [Wisconsin's Family Caregiver Support Programs](#)
- National Consumer Voice for Quality Long-Term Care
 - [Resident Council Center](#)
 - [Family Council Center](#)
 - [Resident Council Basics and Insights for Advocates](#), 2023 (PDF Slides)
- [Nursing Home 411](#)
- [Resident and Family Councils Consumer Factsheet](#) | American Health Care Association/National Center for Assisted Living (AHCA/NCAL)
- [Turning Complaints into Compliments](#) | A Guide to Developing an Effective Complaint and Grievance Process

Infection Prevention and Control

- [Vaccinations – FLF](#) | Superior Health Quality Alliance
- [Vaccinations](#) | Superior Health Quality Alliance

Chronic Disease

- [The-Patient-Voice-in-Health-Care-Decision-Making.pdf \(kdigo.org\)](#)
- [Chronic Disease Management and Prevention](#) | Superior Health Quality Alliance

Behavioral Health, Substance Abuse, Medication Safety

- [Shine a Light on Stigma podcast](#) | Superior Health Quality Alliance
- [Behavioral Health and Substance Use Disorder](#) | Superior Health Quality Alliance
- [Patient Safety](#) | Superior Health Quality Alliance



Disparate populations

- [Health Disparities](#) | Superior Health Quality Alliance
- [COVID](#) | SAGEusa.org

Belonging

- [The Circle of Human Concern: Video + Curriculum](#) | Othering & Belonging Institute

Other

- [2024 CMS Health Equity Services](#)

Annual Wellness Visits

- [Annual Wellness Visits \(AWV\) Video - Bing video](#)
- [Annual Wellness Visit Coverage \(medicare.gov\)](#)