

Person- and Family-Centered Care and Individual and Family Engagement Technical Assistance – Questions to Ask

The OHA Transformation Center is committed to supporting your CCO and its stakeholders. Understanding how the practices of person- and family-centered care and individual and family engagement technical assistance could help you is not always clear. Below are questions that may help you think about ways you can work with OHP members to transform your organization and influence changes within your community.

1. Do you currently have over 50% of your Community Advisory Council (CAC) made up of individuals or family members receiving OHP services?
2. Have you asked the CAC to evaluate the quality of the collaborative process? Did CAC members help address any issues that were identified?
3. Is the CAC membership reflective of the population served by your CCO?
4. Are you actively seeking potential members to participate on the CAC that are served by the CCO? Are your efforts fruitful?
5. Can you articulate the value of authentic partnerships with OHP members and their families as improvement advisors to your network of providers and the community?
6. Do you demonstrate leadership in person- and family-centered care through actions that prove your commitment to engaging members as partners in improvement and quality?
7. Do you seek OHP members to work as advisors to improve services and experiences within your organization?
 - Do you orient, train, and support OHP members to be effective advisors?
 - Do you actively involve members in evaluating the member communication methods used to share information about benefits, changes to policy, and CCO efforts to improve services (e.g. letters, website information, etc.).
 - Do you involve your members in any quality improvement or program development initiatives within the organization?
 - Do you regularly survey your members on their experience with your organization especially in any direct care services you might provide? As you analyze the data and begin to plan changes to address member concerns, do you identify members who could partner with you on exploring possible solutions to those issues?
 - Do you involve advisors in orienting new staff regarding the experience of care for OHP members?
 - Do you invite advisors to participate in interviews for new staff or leaders in the organization?
 - Are you increasing the number of members who have opportunities to partner with you on policy, program development, and evaluation of services?
 - Do you encourage your provider network to involve OHP members in the redesign and improvement efforts in their organizations? Do you provide any information or assistance that would help them effectively engage the members as advisors?
8. Do you routinely query members about their experience by asking what's working for them and what is one thing that could be improved? Do you identify trends in the information and create a way to invite members to work with you to address the common issues?
9. Do you provide information to staff in direct care roles about the definition and best practices in individual and family engagement?
10. Is information about quality of care and service shared with members in ways that are understandable and useful to them?

Each YES response above represents the progress you are making in the journey toward real transformation of the health care system. Your partnership with those who receive health care coverage or direct care from your organization is demonstrated in tangible ways.

Each NO response suggests there are additional ways available to expand these partnerships and engage your members in creating a person- and family-centered system of care. Consultation and technical assistance is available to support these efforts through the OHA Transformation Center.