Why Partner with Parents?

- Parent Partners are a vital part of the medical home team. They offer providers a window into the patient and family’s experience at a pediatric practice, and can help improve service for patients with and without special healthcare needs.

- Families involved in decision making are more satisfied with their primary care provider
Disclosure Statement

Jeannette Mejias

- I have no relevant financial relationships with the manufacturers(s) of any commercial product(s) and/or provider of commercial services discussed in this CME activity.
- I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
Why is the Parent Partner Important?

- Ensures “family voice” is heard
- Provides input on systems change
- Shares personal experience and resources
- Helps to improve quality of service delivery
- Ensures that a family’s cultural background is recognized, valued and respected.
- Identify the barriers
Who are Parent Partners?
Parents who...

- Are emotionally ready to support others
- Have time to commit
- Enjoy working in a group or as part of a team
- Are able to share community/state resources
- Are able to share ideas, concerns and their personal story in a meaningful way
- Are good listeners/communicators
Benefits to Families

- Provides a “voice” at the table for all the children & families in the practice
- Improves Communication between parents and other medical home staff
- Provides parents with resources & information on a variety of topics
- Ensures better health outcomes for children & families
Benefits to the Practice

- Provides input on the daily challenges parents experience
- Provides on-going support & meaningful family engagement
- Provides information on community/state resources (ex. P2P, FV, FSO’s, SCHS CMU’s/SPAN FRS’s, disability specific organizations, other)
- Improves communication-family/MH staff
- Improves partnership between family/MH staff
- Provides input into the development of tools used to assess the specific needs of children & families (ex. surveys, focus groups)
- Provides on-going feedback from families
Role of a Parent Partner

- Meet with medical home team on a regular basis (determined by individual practice)

- Clearly define your roles and responsibilities (specific to each practice) as a member of the medical home team

- Provide input on possible changes and decisions made that impact children & families
Role of a Parent Partner

- Provide materials to families that help support the vision of the medical home team
- Attend occasional learning sessions
- Attend full day Learning Collaborative (retreat)
- Speak and/or meet with PP’s from other medical home practices to share ideas, information and resources
Support for the Parent Partner

- Provide mentor
- Provide overview of current policies and procedures
- Provide a staff directory with roles and responsibilities
- Provide on-going opportunities for learning
  - Formal (lectures, workshops)
  - Informal (discussion over coffee and/or lunch)
- Ensure that the PP is given opportunities to provide input in a respectful and compassionate environment
Parent Partner Support

Family Representative
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In a parent’s words...

“We need respect, we need to have our contributions valued. We need to participate, not merely be involved. It is, after all, the parent who knew the child first and who knows the child best.”

A quote by parent Cory Moore
When speaking with a professional about her child
Taken from NICHCY News Digest, 3rd Edition, 2003