

Bringing Parent Advisors onto your Improvement Team
-the interview which is not an interview-

Advisor name: _____

Contact information: _____

Date: _____

Staff member name: _____

Ask the parent if you can take notes (this may be helpful to your work in the future to make some documentation of the parent story)

1. Ask the parent to share their story – allow them to speak freely. What follows are some ideas to start the conversation:

- Family structure
- Support system at home
- Is there one moment they will always remember (good or bad)
- Etc.,

The time spent on this is important –it not only allows you to learn about the parent and their experience, but it also serves to build your relationship with the parent on a different level (than being a member of their child’s care team). Take your time and listen to the parent.

2. Share with the parent your story – the story of the work of your hospital and the collaborative to improve the outcome-

- Describe the team
- Describe the value of listening to parents
- Go over some of the past agendas to describe a typical meeting
- Suggest topics upon which they can provide insights
- Etc.,

3. Ask if they would like to be an active member of the working team and explain all that it would involve

- Provide calendar of meeting dates and locations
- Provide list of others on the team and their areas of expertise
- Provide agenda and meeting minutes from previous meetings
- Provide contact information of group administrator
- Provide clear expectation of what you are hoping they will provide for the group