



A Program of New England SERVE

FAMILY PARTNERS INITIATIVE:

FAMILY PARTNER SPECIALIST ROLES

Affiliated Pediatric Practices (APP)

The Family Partner Specialist will help to develop an APP practice-wide Parent Advisory Group (PAG), ensuring participation of parents of children with special health care needs. In partnership with APP, the Family Partner Specialist will define the role, structure and membership for the PAG, design a communications strategy and materials for physician and office staff about the PAG, recruit parents or other family members from the various pediatric sites, organize two meetings of the PAG and use the PAG to solicit recommendations for improving family input into practice sites.

Boston University School of Public Health, Maternal and Child Health Department (BUSPH)

The Family Partner Specialist will help to create a family educator/advisor role in the department to identify strategies for increasing family participation. In partnership with BUSPH, the Family Partner Specialist will develop a work plan and timetable for increasing family participation in the department, will initiate at least two specified defined roles, and develop recommendations for enhancing and expanding the family partner role in the future.

Coordinated Care Service, Children's Hospital, (CCS)

The Family Partner Specialist will work to establish a Parent Advisory Group (PAG) and to implement other recommended programs serving families and staff. In partnership with CCS, the Family Partner Specialist will define the short and long-term purposes of the proposed PAG, recruit parents or other family members for the PAG, organize one meeting of the PAG, and identify next steps and timeline for possible CCS projects for the near and long-term.

Harvard Pilgrim Health Care (HPHC)

The Family Partner Specialist will work to create and pilot a staff-training module for the Member Services Department related to children with special health care needs. In partnership with HPHC, the Family Partner Specialist will develop training material and curriculum for the Member Service staff, participate in a Member Service training session, and develop recommendations for modifications and adjustments to the training module.

Mass Hospital School (MHS)

The Family Partner Specialist will work to develop and implement a family component for monthly new employee orientation sessions. In partnership with MHS, the Family Partner Specialist will identify topic areas for the family partner presentation to new employees, gather input from families served by the school, design and finalize a presentation for new employees and present at two of the new employee sessions.

UMass Memorial Health Center, Pediatric Primary Care Clinic (UMMHC)

The Family Partner Specialist will work to organize a Parent Advisory Group (PAG) for the clinic, addressing the entire patient population, including children with special health care needs. In partnership with UMMHC, In partnership with UMMHC, the Family Partner Specialist will identify the next steps and timeline for launch of the PAG, with attention given to inclusion of community leaders, will recruit parents or other family members to participate in the PAG, organize and implement two meetings of the PAG, with a focus on defining potential roles to be played by the PAG in the future, and will develop recommendations for improving family input for the clinic.