



## GET TRAINING & COACHING FOR YOUR MOST IMPORTANT RESOURCE: YOUR PEOPLE

Consulting Services: Training



CENTER FOR CONSUMER ENGAGEMENT  
*in health innovation*  
A better way to better health. For everyone.

*Creating value for...* Hospitals • Health Systems • Health Plans  
Accountable Care Organizations • Public Health and Community Initiatives

**Your organization wants to bolster its approach to consumer engagement** – perhaps through a Patient/Family Advisory Council, quality improvement committee, focus groups or listening sessions. These people-intensive projects require time and training.

Let the Center help. An initiative of a national nonprofit that works with partners in more than 40 states, the Center can grow the capacity of your teams, partners, members and the consumers you serve. Targeted learning can introduce and hone essential skills – and make real change in your capacity to address complex health and social needs, leading to better health outcomes for communities.

### **As your partner, the Center will help you...**

- ✓ **Conduct** one-time or multi-part ladder learning that meets your goals and timeframe – in person, by phone and/or online
- ✓ **Build** your team's cohesion while clarifying roles, setting expectations, establishing benchmarks and advancing best practices
- ✓ **Coordinate** diverse, inclusive member participation
- ✓ **Plan** and develop community partnerships
- ✓ **Establish** compliance with state or federal requirements
- ✓ **Improve** your capacity to address people's complex health and social needs
- ✓ **Monitor** results and effectiveness

### **Trust in the Center's...**

- 20 years of experience in diverse healthcare settings
- Knowledgeable, collaborative staff
- Expertise and nuanced skill with diverse stakeholders
- Proven commitment to practical solutions

Let's connect: [mrukavina@communitycatalyst.org](mailto:mrukavina@communitycatalyst.org)

*"The Center's work helped us find new ways to coordinate Consumer Representatives and strengthen our continuous feedback loop with communities. Their national expertise, experience, and responsiveness energized our strategies and is increasing our impact."*

— Arlene Murphy & Pat Checko  
Co-Chairs, CT Consumer Advisory Board

## Case Study

### **A Medicaid ACO jumpstarts its Advisory Council**

A Medicaid ACO raced against time: regulations and its own bylaws required a Patient/Family Advisory Council. Though the Council was core to their mission, staff was stretched thin. So much needed to happen – create a plan, recruit diverse members and launch a working program – to meet their deadline. The ACO reached out to the Center for expert assistance.

#### **Building the Coalition**

The Center quickly identified promising approaches. With Center-provided models in hand, including a sample charter, recruiting materials and guidelines – resources the ACO would have had to create on its own – the ACO identified and gathered members for its inaugural meeting by the deadline.

#### **Training & Results**

To make the most of its PFAC, the ACO took the crucial next step: training. After interviewing staff and members about needs and priorities, the Center designed and conducted two sessions of intensive, hands-on training aimed at on-boarding and skill-building. PAC members developed shared goals and expectations, learned about advocacy and practiced their skills. Today, this PAC is an eager, engaged group that is shaping their community's health care success.