

# Breakout Room Activity

**August 2, 2023 - 10:00am-12:00pm**

**Northern California Region**

*Please record your notes on your breakout room slide.*





Caught & Taught

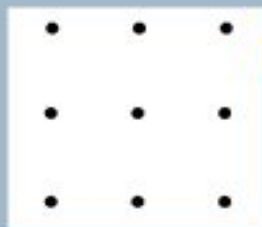
Continuum of Opportunities



Concrete & Specific



# 7 C's



Creative/Outside the Box

Collaborative & Inclusive



# Breakout Room 1

- ***Which of the 7 C's of Family Engagement are you using in your program?***

Use a lot of the C's - competency, being able to let people know what is happening and feeling comfortable; collaborative, creative to be able to make connections and bring in additional clients/stakeholders in order to promote a message that reduces stigma. Considerations for family engagement, community engagement as a mechanism to address stigma.

Setting the stage and finding ways to explain in a non-clinical term helps to establish the interpersonal collaboration. Education and creativity can be helpful in activating supports while maintaining a focus on keeping the client's privacy protected.

- ***Who else in your organization needs to be involved? (A person, a department, an outside agency?)***

When appropriate, speaking with the medical provider so the family understands that aspect of it. Having a medical provider reiterate the importance from a biological/physiological standpoint

Open houses to remove barriers, break down the walls around secrecy or "smoke and mirrors" of what happens in a clinic; not just what the patients are reporting but see who is involved and what they do

- ***What are 1-2 ways you would like to improve family engagement in your treatment program?***

PAG - Patient Advocacy Group, past clients that can advocate for patients in a way that staff may not be able to; leveraging their perspective and relationship building skills to engage outside individuals. Ensure these individuals feel comfortable and competent with the knowledge they have and how to communicate that with families

Hosting groups for non-patients as a board or panel to enhance outreach and opportunities for discussion in a more public setting

# Breakout Room 2

- **Which of the 7 C's of Family Engagement are you using in your program?**
  - Concrete and specific - Example: Dr. appointment that was concrete and specific appreciated how that positively affected their interaction
  
- **Who else in your organization needs to be involved? (A person, a department, an outside agency?)**
  - Family interaction in the community
  - Educating community members on medication assisted treatment
  
- **What are 1-2 ways you would like to improve family engagement in your treatment program?**

# Breakout Room 3

- **Which of the 7 C's of Family Engagement are you using in your program?**
  - Collaborative & Inclusive - challenging to get family engaged. Working on getting more ROI, reduce stigma
  - When there is a family member who sees how MAT changes lives, they can be advocates/spokesperson
  - Program doesn't do any family engagement/outreach
- **Who else in your organization needs to be involved? (A person, a department, an outside agency?)**
  - *Have partnerships w/ various resources i.e. housing. This helps clients to find housing or other outpatient services*
  - *A lot of the family engagement is in the referral process + family driven.*
- **What are 1-2 ways you would like to improve family engagement in your treatment program?**
  - *Thinking outside of the box - different points of engagement w/ the provider + patient. To create continuity = create more questionnaires to get their interests to put everyone on the same page*
  - *Get family involvement. Hear what others are doing + their successes. Family can be the motivating factors*
  - *Creative/Outside the box: We have the Hope van that gives health care, BHC services, and drug and alcohol services parked at different locations during the week.*
  - *Want family members to go with clients to counseling appointments + not just medical appointments*
  - *Having an 'open house' people can come in and ask questions regarding services. Can increase engagement*

# Breakout Room 4

- **Which of the 7 C's of Family Engagement are you using in your program?**
  - Competency based: providing training to families and staff members.
    - Discuss family dynamics, structure, and how to re-integrate patients into the family unit.
  - Collaboration and inclusion: Asking clients what areas they want to focus on (for their treatment) instead of focusing on negatives
  
- **How are you including the voices on family in your assessment and planning?**
  - Family groups once a week to discuss changes in the person seeking treatment/family at home
  - We provide education to families.
  - We integrate families into treatment plans.
  - If patient identifies family as a strong support, we try to utilize them in various aspects of the treatment plans.
  
- **What are 1-2 ways you would like to improve family engagement in your treatment program?**
  - We want to incorporate family groups with peer supports.
  - Incorporating parent groups.

# Breakout Room 5

- ***Which of the 7 C's of Family Engagement are you using in your program?***
  - Creative and outside-the-box. The problems we face often require this kind of thinking.
  - Competency-based, collaborative and inclusive.
    - Collaboration can help us arrive at the right solutions for challenging patients.
    - Goes hand-in-hand with creativity.
- ***How are you including the voices of family in your assessment and planning?***
  - Gearing up for peer-centered/family support. (Certified Community Behavioral Health Center)
    - Working on establishing SUD-specific groups and family-centered groups.
  - Community health workers offer child care and transportation for patients who need it.
    - Health workers spend time with the kids/offer snacks/offer case management services to family members who might need it.
  - Caring for whole family/having family members included as part of treatment plan.
    - Refer family members of clients for behavioral health services.
  - Offer/encourage family to be part of recovery process from the start.
- ***What are 1-2 ways you would like to improve family engagement in your treatment program?***
  - Starting a group this year solely for family members of persons w/ SUD.
  - Employing a peer specialist.
  - Making family engagement more common and expected.
    - Still HIPAA-compliant but more inclusive.