

LESSONS FROM CHANGING CARE

THE DISCOVERY PHASE OF EXPERIENCE-BASED CO-DESIGN

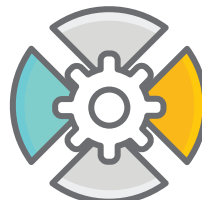
13 TIPS FOR ENGAGEMENT WITH CAREGIVERS AND PROVIDERS

- 1 Make it easy and enjoyable to participate. Don't forget to provide snacks or meals, and hot drinks.
- 2 Make adjustments along the way, especially if people are asking similar questions or if you find that the questions you are asking are being interpreted differently.
- 3 Ensure a balance between allowing enough time for interviews and group discussions while respecting schedules.
- 4 See the engagement as an opportunity to identify both caregivers and providers who want to stay involved in the project.



Caregiver Engagement

- 5 Try to hear from caregivers when the experience is recent.
- 6 Have a process and resources to support caregivers who may be emotional or experience stress during interviews or group events.
- 7 Engagement through interviews or group meetings can be helpful and even therapeutic for caregivers — informal peer to peer support among caregivers can spontaneously emerge.
- 8 In-person interviews provide an opportunity to develop relationships with individual caregivers.



Provider Engagement

- 9 Be flexible and offer multiple options for providers to participate.
- 10 Consider a tiered approach to engagement with providers.
- 11 Be prepared – providers can also be caregivers.
- 12 Have a plan on what to do when managers or supervisors show up at a staff engagement session even when they were asked not to.
- 13 Create opportunities to have direct conversations with physicians about the project goals, their experience interacting with caregivers, and ideas for improvement.