



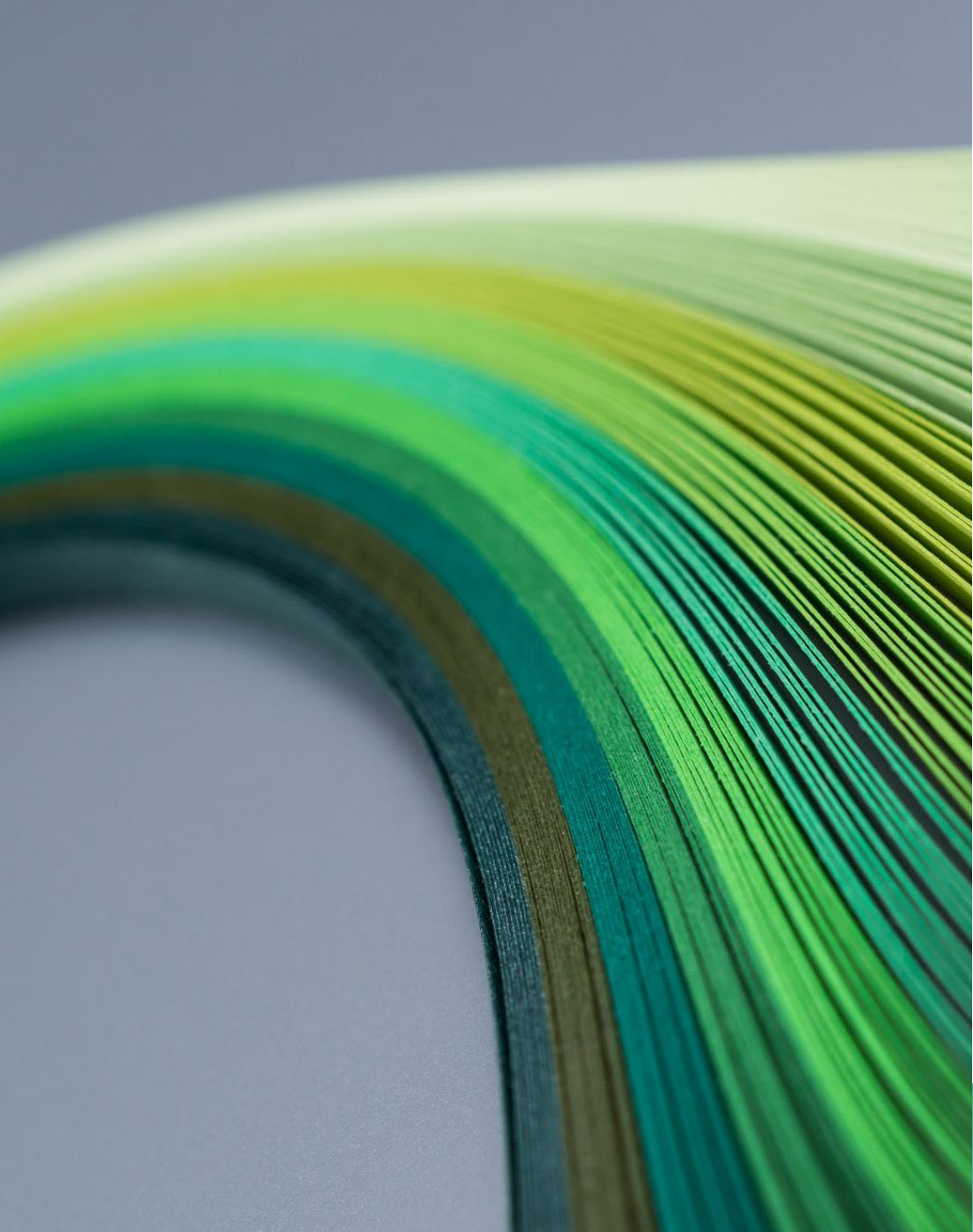
Engaging People with Lived Experience to Strengthen QI

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Illinois CQI Community Group

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Agenda

- Engagement Best Practices
- Engagement Opportunities across the PDSA Cycle
- Group Discussion

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Engagement Best Practices



Community



Who will you work *with* as you improve quality?

Who Do You Seek to Benefit?

Identify potential partners through:

- Existing engagement efforts
- Advisory councils, working groups, or Board representatives with lived experience
- Individuals who have reached out with suggestions or critiques in the past
- Call for volunteers (newsletter, social media)
- Advocacy groups or local community organizations



Conversation Starter Ideas

Share

Why you're reaching out

We're thinking about how we can improve _____.

We're looking for partners who can help us think about how to make things better.

Ask

Would you be willing to talk with me about how to make _____ better?

Can you tell me a bit about your experience with the program/service?

Is there anything you would like to see improved about _____?

Is there anyone else you recommend we talk to as we think about making improvements?

Closing Question: Would you be willing to work with us to make improvements?

Plan for Partnership

Getting Started

- **Start small.** Invite a conversation, ask a question
- **Share** your why
- **Describe** the role you have in mind, then be open to adjust
- **Listen** with an open mind
- **Share power in the conversation.** Invite questions

Plan for Success

- **Allow time** for building relationships
- **Expect to make adjustments** – see them as progress
- **Budget** for fair compensation
- **Plan** for additional supports (childcare, technology, training)

Questions?



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Engagement Opportunities across the PDSA Cycle



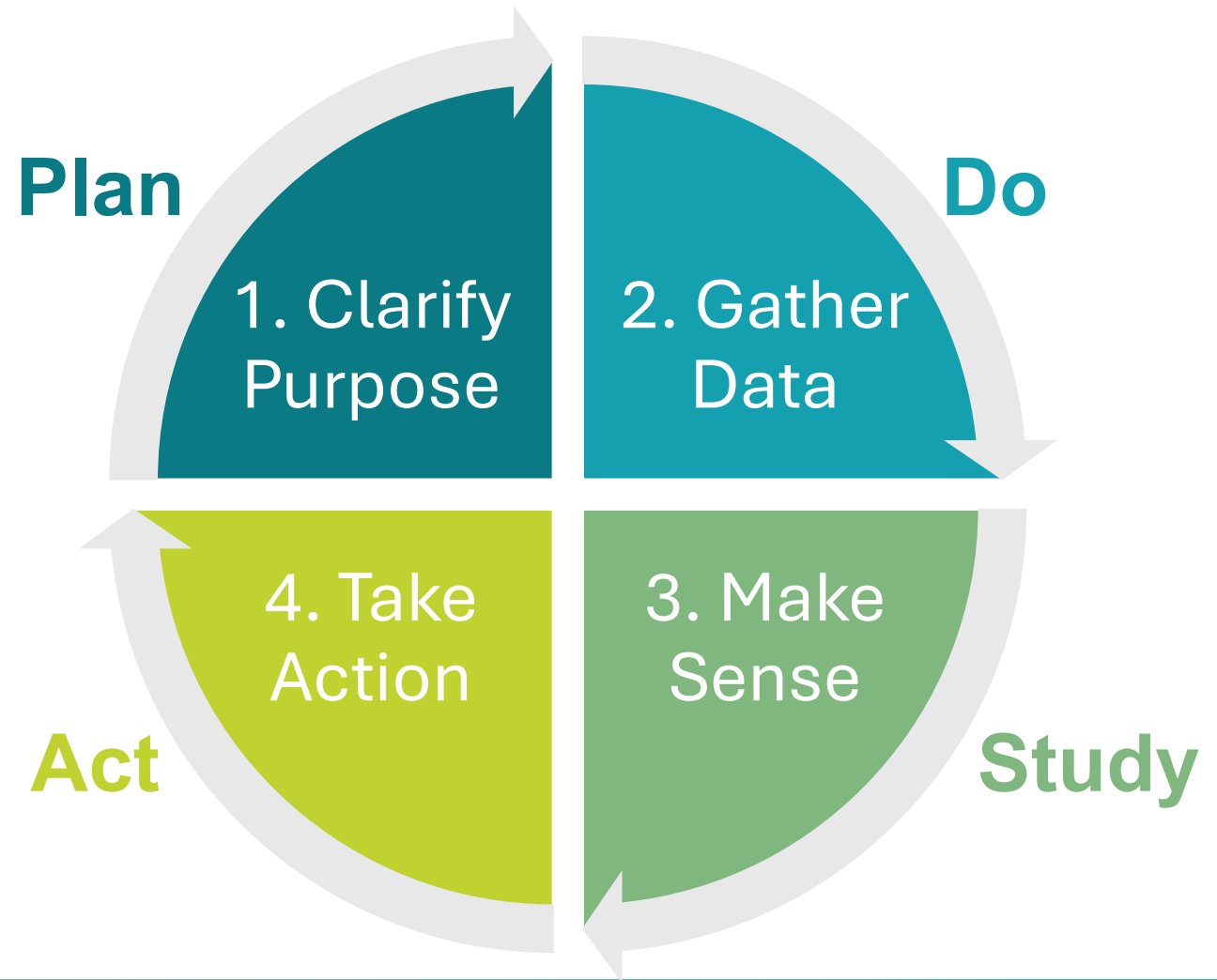
Four Stages of Learning Activities

Clarify purpose – Who do you seek to benefit? How so?

Gather data – What data do you need? How will you get it?

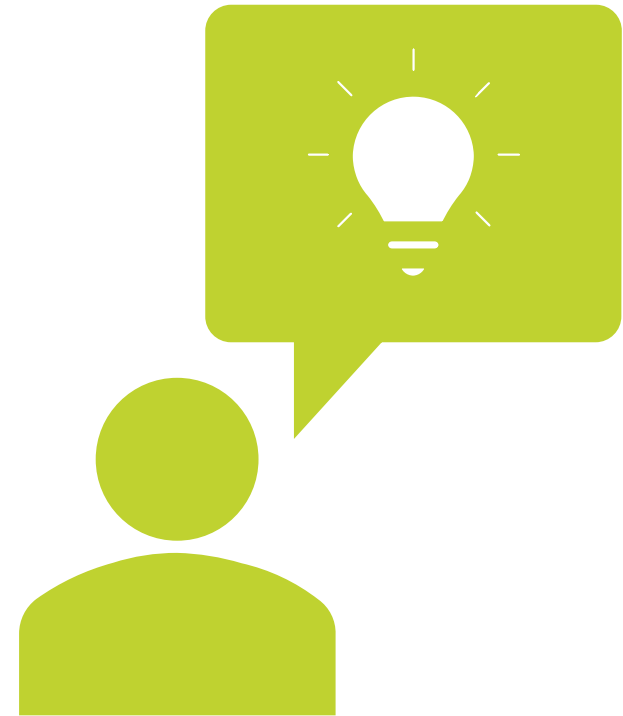
Make sense – What are you learning?

Take action – Now what?



Plan: Clarify Purpose

- Why is this QI project important? What will it help us do?
- Who do we seek to benefit? How so?
- What questions do we need to answer? Why are these important?
- If we look back a year from now, what do we want to see that's different?



Get Everyone on the Same Page

Try these prompts to clarify purpose for a QI effort.

- We'd really like to know _____.
- We'll use that information to _____.
- We'll share what we learn with _____.
- We'll know we're successful when _____.

Do: Gather Data

Work with partners to monitor for improvement:

- Discuss: what good looks like
- Decide what data to use or collect
- Decide how to collect data
 - Ensure surveys are convenient & easy-to-understand
- Try out changes
- Monitor for impact – positive and negative
- Adjust and try again



Define Success Together

Try these questions to collectively define how to monitor changes and measure success.

- What does good look like?
 - What is the ideal?
 - What does it mean to say that this program or service helped?
- How are we doing today?
 - How will we know when things are getting better?
 - What do we want to see in a few months? In one year? In two years?

Data Tips

Use what you
have

Choose lower-
burden options

Consider both
Quant & Qual

Don't let perfect be the enemy of good

Study: Make Sense of Information

- What are we learning?
- Why do we think the data looks the way it does?
- How do others make sense of the same information? How do they see things differently?



Prompts for Sensemaking Discussions

- What are we seeing?
- What could be an alternative explanation?
 - What do you think?
 - Tell me more about that...
 - How does your experience differ from what the data show?
- What might we be missing?
- Who else should we ask?
- What more do we need to know?

Act: Take Action

- Decide together on next steps
 - More cycles of try and test
 - Pause and reevaluate
 - Sustain and monitor
 - Scale or spread
- Share learning and actions



Planning Action Steps

- Based on what we've learned, what actions are necessary to accomplish our goals?
- Who must take those actions?
- How will we make the benefits we seek to create more likely to occur?
- How can we monitor for long-term impact – positive and negative?
 - Ask: what might be unintended consequences of planned actions?

Questions?



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Resources

- [Steps for Engaging Patients and Community Members in Data-Driven Quality Improvement](#) from Center for Health Care Strategies
- [Medicaid Beneficiary Advisory Councils: A Guide to Evaluating Impact](#) from Center for Health Care Strategies
- [Engaging People with Lived Experience Toolkit](#) from Community Commons
- [Community Bill of Rights](#) from Full Frame Initiative



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