Engaging Family Advisers to Improve Healthcare Quality

Laurie Jamison
laurie.jamison@msemp.org

Objective:

Identify effective methods for the practical application of concepts related to improving the delivery of services for persons with developmental disabilities at the level of the state.

Notes:
Facilitation

When to use Facilitation
- IFSP, IEP settings
- Resolution meetings
- Participants uneasy about a meeting
- Parent, school relations strained
- Participants need to focus on issues

A Facilitator will:
- Contact the family and school in advance
- Create an agenda from their input
- Stay neutral
- Conduct the IEPT meeting if requested
- Keep the meeting centered on the student’s needs
- Help negotiate disagreements
- Keep the meeting on track and on time
- Make sure everyone adheres to agreed upon ground rules

A Facilitator won’t:
- Be a part of the team
- Give legal advice
- Advocate for a position
- Make decisions

Benefits of facilitated IEPs, IFSPs, Resolution Meetings:
- Builds and improves relationships among the IEP team members and between parents and schools.
- Ensures the meeting is student-focused
- Models effective communication and listening
- Clarifies points of agreement and disagreement
- Provides opportunities for team members to resolve conflicts if they arise
- Encourages parents and professionals to identify new options to address unresolved problems
- Is typically less stressful than formal proceedings
- Supports better follow through and follow-up; roles and responsibilities can be discussed and planned
- Supports all parties in participating fully
- Facilitation and mediation skills can help prevent the IEP meeting from getting off track and intervene during the meeting to get people back on track
- Past experiences between the group members can hinder future working relationships. Having an IEP facilitator involved can sometimes change the whole environment and outcome of the meeting
Mediation

When to use Mediation

- Any dispute
  - Eligibility for programs, services
  - Evaluation interpretations
  - Transition issues
  - Service delivery, effectiveness
- Resolution meetings
- Communication, relationship issues

The Mediator will:

- Remain neutral
- Conduct the mediation
- Ensure all parties have equal opportunity to express their ideas and thoughts
- Make sure that everyone abides with rules for appropriate conduct
- Help the parties remain on the topic of their disagreement
- Guide the participants towards creating an agreement
- Record the agreement

A Mediator won’t:

- Make decisions
- Give legal advice
- Take sides

Benefits of Mediation

- Participants control outcomes
- Participants become self-sufficient
- Solutions remain local
- Dispute resolution costs decline
- More time, money spent on educating
MSEMP’S MISSION

To provide conflict resolution services and training for parents & schools who have disputes about special education, for individuals age birth to 26 years.

MSEMP FRAMEWORK

- Individuals with Disabilities Education Act (IDEA)
- Michigan Department of Education/Office of Special Education (MDE/OSE)
- Dispute Resolution Education Resources, Inc. (DRER)
- MSEMP
- Community Dispute Resolution Programs (CDRPs)
SPECIAL EDUCATION PROCESS

- Evaluation
- Eligibility
- Individualized education program (IEP)
- Yearly review of IEP
- Three year re-evaluation → eligibility → IEP

MI SPECIAL EDUCATION DISPUTE RESOLUTION

Informal

- MSEMP services:
  - Facilitation
  - Mediation
  - Training

Formal

- State Administrative Complaint
- Due Process Hearing Complaint

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Michigan Dispute Resolution Continuum

<table>
<thead>
<tr>
<th>Stage of Conflict</th>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
<th>Stage 4</th>
<th>Stage 5</th>
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</thead>
<tbody>
<tr>
<td>Level of Intervention</td>
<td>Prevention</td>
<td>Disagreement</td>
<td>Conflict</td>
<td>Procedural Safeguards</td>
<td>Legal Review</td>
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<tr>
<td>Assistance, Intervention Options</td>
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<tr>
<td>Dimensions</td>
<td>Third party assistance</td>
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</tbody>
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Facilitation/Mediation: 30 days
State Complaint: 60 days
Due Process: \textit{average 270 days}

\textbf{MSEMP GOALS}
1. Collaborative planning
2. Mediation and facilitation
3. Skill development
4. Foster long-term relationships

\textbf{MSEMP: CRITICAL CONCEPTS}
- Voluntary
- Neutral
- Confidential (mediation)
- All options available at all times
- Support for ALL
MSEMP: FACILITATION

- Supports good communication
- Negotiate disagreements

MSEMP: FACILITATION

By request:

- IFSP, IEP
- Resolution & other meetings

MSEMP: FACILITATION

- Poor/ineffective communication
- Strained relationships
- History of difficult IEPs
- Need to focus
MSEMP: FACILITATION
- Agenda
- Neutral
- Fair, inclusive, organized
- Negotiate disagreements

MSEMP: MEDIATION
- Conflict resolution process
- Trained, neutral 3rd party
- Collaborative, cooperative
- Balances the table

MSEMP: MEDIATION
- Eligibility
- Evaluation interpretation
- Placement
- Transition issues
- Program & services
- Resolution meetings
- Communication/relationships, etc.
MSEMP: MEDIATION
- Mediator run
- Explore the issues
- Brainstorming solutions
- Work toward agreements

MSEMP: BENEFITS OF SERVICES
- Control
- Balance
- Modeling ➔ skill development
- Neutrality
- Costs decline

MSEMP: WORKSHOPS
- Proactive
- Specific to needs of group
- Grow skills
MSEMP: CONTACT INFORMATION

- **Services** 1-800-8RESOLVE
- **Program information:**
  516 S. Creyts, Rd, Suite A
  Lansing, MI 48917
  Phone: 517.485.2274
  Fax: 517.485.1183
  Email: msemp@drer.org
  http://msemp.cenmi.org