



Consumer Involvement Matrix

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Disclosures

Presenter, Kneeshe Parkinson, has no financial interest to disclose.

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Consumer Involvement Matrix

- ❖ Developed among statewide QI team members over last 24 months
- ❖ Identify QI involvement opportunities at different levels
 - ❖ Beginner, Intermediate, Advanced, Expert
- ❖ Navigational tool to identify where consumers fall in their knowledge or involvement in quality improvement
 - ❖ Road Map
- ❖ Overall goal – build quality champions across the state of Missouri

Consumer Involvement Matrix of Statewide Activity: Beginner Involvement

Consumer Involvement Matrix of Statewide Activity							
Type of Involvement	St Louis Region	KC Region	Southwest Region	Central Region	Northwest Region	Southeast Region	Statewide
Beginner Involvement							
Talk to your health care team: <ul style="list-style-type: none"> • Provider • Nurse • Case Manager • Peer educator • Pharmacy 							
Review of Common Acronyms							
Provide your feedback through the client survey in clinic (quality driven)							
Read the literature: <ul style="list-style-type: none"> • Brochures • Newsletters • Magazines • Online resources 							

Consumer Involvement Matrix of Statewide Activity: Intermediate Involvement

Consumer Involvement Matrix of Statewide Activity							
Type of Involvement	St Louis Region	KC Region	Southwest Region	Central Region	Northwest Region	Southeast Region	Statewide
Intermediate Involvement							
Attend CABs or PACs as an observer							
Attend Planning Council meetings as an observer							
Attend any advocacy boards							
Complete the National Quality Center's consumer-focused tutorial as part of our consumer track in the quality academy							
Attend chronic disease self-management classes							

Consumer Involvement Matrix of Statewide Activity: Advanced Involvement

Advanced Involvement							
Become a member of CABs, CACs and /or PABs at Provider or Clinical Level							
Become a member of CABs at Recipient (Grantee) Level							
Become a member of Planning Council and/or Sub-Committees							
Become a member of a Quality Advisory Group or QI Team							
Continued Training, QI Skill Building via Grantee and NQC (TCQ, Additional Quality Academy tutorials)							

Consumer Involvement Matrix of Statewide Activity: Expert Involvement

Consumer Involvement Matrix of Statewide Activity							
Type of Involvement	St Louis Region	KC Region	Southwest Region	Central Region	Northwest Region	Southeast Region	Statewide
Expert Involvement							
Lead and facilitate a Consumer Group							
Represent your jurisdiction Regionally							
Represent your jurisdiction on the MO Statewide QI team							
Public speaking on elements of QI or training other consumers on QI							
Represent your jurisdiction nationally							

Contact Information

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