



July 2021

Dear COPA Patients, Families, Guardians and Community Partners,

We are excited to invite you to participate in our Patient and Family Quality Advisory Board!

Purpose Statement: *Central Oregon Pediatric Patient and Family Quality Advisory Board is dedicated to fostering the partnership of patients, parents, family members and professionals working together, to ensure a climate of responsiveness to the needs of children and their families in all areas of care delivery within COPA's practice. The goal of the advisory board is to increase family-centered communication and to promote the principles of patient and family centered care*

WHAT: Our Patient and Family Quality Advisory Board is made up of COPA patients, family members, caregivers and community partners, who share our goal of continuously improving the quality-of-care COPA provides our community. COPA strongly believes that to meet this goal, the patient and family voice needs to be at the front and center of the decisions we make.

Each meeting will have a different focused topic, that may include:

- The welcoming and registration process of new COPA patients
- Coordination of care between COPA and specialty providers
- Follow up on lab/imaging results
- Patient Education material

WHEN: The Patient and Family Quality Advisory Board will meet quarterly (4 times a year). We want to make these meetings available to as many families as possible, so days of the week and time of day will rotate. We would ask that joining members make it a goal of attending at least 50% of the scheduled meetings. We fully understand that life happens however, so if attendance becomes a challenge, we will work with you to ensure that your input is still captured. Meetings will be 1 hour in length.

WHO: YOU! We are looking for patients, parents, grandparents, caregivers, guardians, and community partners who are willing to share insights and information about their personal experiences at COPA, who are respectful of the ideas and stories from others, who want to help improve the way COPA serves the community, and is excited to work in partnership with others.

WHERE: Until further notice, meetings will be held virtually over Zoom. With the pediatric population still being a highly unvaccinated population, we want to ensure the safety of all our patients and committee members.



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Steps to Get Involved:

1. Complete a participation interest form. You can do this in several ways:
 - Complete the form online at <https://forms.gle/nYar851aDLNjHGFGA>
 - Complete a printed copy and return the form to any COPA clinic (you can download copies from www.copakids.com website, or pick up a copy at any clinic location)
 - Mail a completed form to:
COPA
Attn: Patient Advisory Committee
2200 NE Professional Ct.
Bend, OR 97702
 - Email a scanned copy to patientadvisoryboard@copakids.com
2. Once your interest form is received and reviewed, you will receive confirmation and a copy of COPA's volunteer confidentiality form. This form will require signature, stating you understand that information heard and shared during meetings are to remain confidential, and any material shared is not to be forwarded or shared with others.
3. Once the volunteer confidentiality agreement is signed and returned, you will receive invitations to the upcoming meetings!

Upcoming Meetings (Save the Date):

DATE	TIME	LOCATION
September 22 nd , 2021	12pm-1pm	Zoom Meeting (invitations to be sent later)
November 30 th , 2021	6pm-7pm	Zoom Meeting
January 19 th , 2022	8am-9am	TBD
April 21 st , 2022	12pm-1pm	TBD
July 18 th , 2022	7pm-8pm	TBD
October 18 th , 2022	8am-9am	TBD

Thank you again for your interest and consideration in participating. We look forward to partnering with you!

For questions or comments, please feel free to reach out to our Advisory Board directly at patientadvisoryboard@copakids.com, or reach out to our Pediatric Population Health and Clinical Quality Manager at smosher@copakids.com, or by calling her at 541-389-6313 x191



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