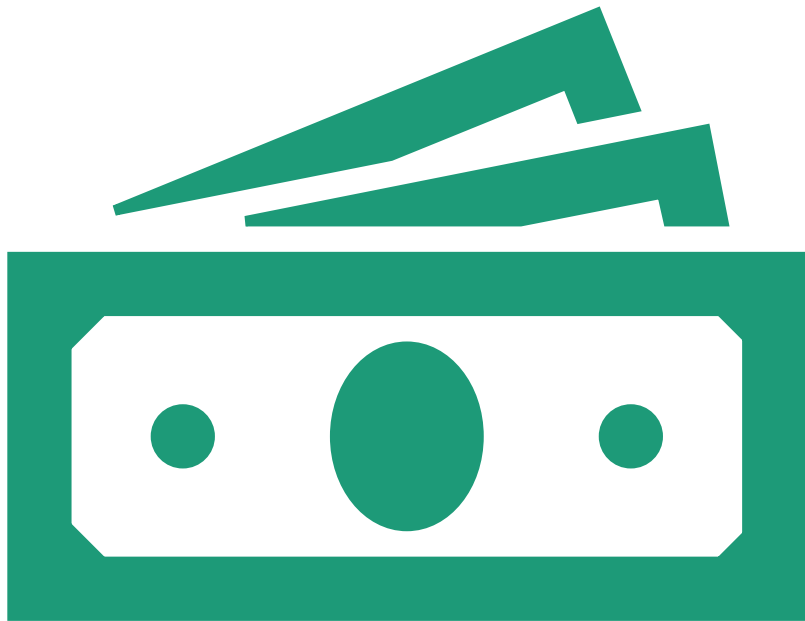




Lived Experience Integration Program

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No Financial Disclosure



Objectives

- Define Individuals with Lived Experience (ILEs)
- Define Lived Experience Integration (LEI)
- Review LEI Program's mission and goals
- Operationalizing a Lived Experience Program
- Review benefits of a Lived Experienced Integration Program



Leadership Responsive Survey Results

Persons with Lived Experience (PLEs)

29.4% are interested in working with PLEs. 52.9% may be interested, but some expressed wanting to know more information.



Potential PLEs Support



- "Helping to support patients and families who experience an unexpected maternal event"
- "I'd love to enlist someone to speak to staff about their own story, if applicable. Or anything else they'd love to lend as instructional or inspirational"
- "Compliancy in care and how important it is for the health of mom and baby"



Potential PLEs Barrier


- "Volunteers have been hindered by admin since COVID...If I felt very strongly that we needed them and could prove their importance to our program, we could probably get one in."



Individuals with Lived Experience (ILEs)

- Different names for ILEs
- People impacted by various social and health related issues and who can utilize their experiences to help shape health programs, policies, and practices.
- Direct experience roles informed by personal experience of certain issues.
- Indirect experience (family/caretaker experience) roles informed by the experience of supporting a relative through health issues.

What's **YOUR** story?



Lived Experience Integration

- Engaging Individuals with Lived Experience in various activities within an organization/agency
- Provide insights into possible limitations and challenges experienced by at-risk population, thus helping to tailor policies and programs in target communities
- Four decade-long history of integrating lived experience perspective into healthcare policy, practice, and research, especially in the field of mental health
- Individuals with Lived Experience can engage in:
 - Research and program evaluation, consultation, service and program delivery, Strategic communications
 - Storytellers, advisors



Benefits for Individuals

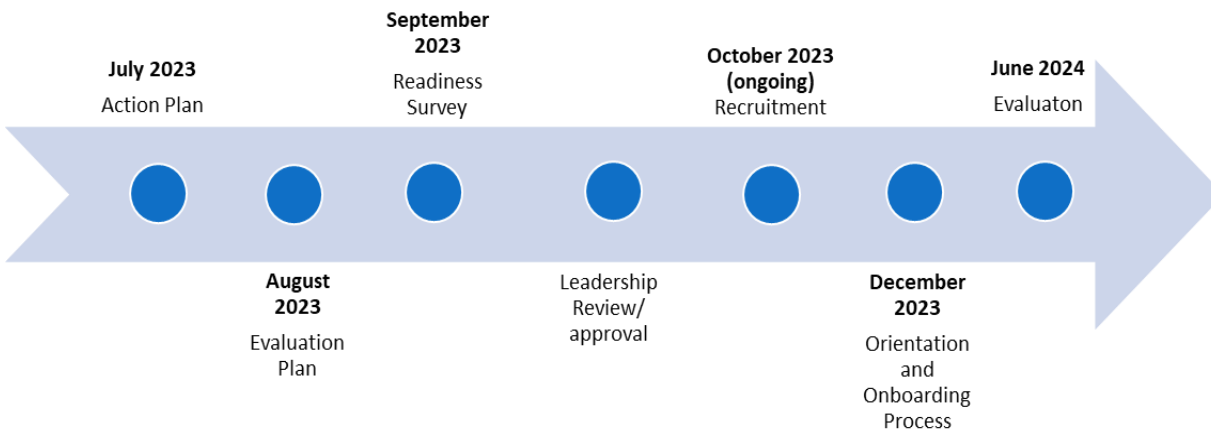
- Improved awareness and knowledge about strengths, needs, challenges, and systemic barriers experienced by the community they serve
- Increased self-efficacy and empowerment
- Strengthened community connectedness and social and emotional support
- Better Understanding of federal programs and agencies
 - Informed and empowered groups of advocates with extensive networks and skills to speak directly to agencies and decision makers about the needs of the priority population they represent



Benefits for Agencies

- Improved ability to deliver responsive services, programming, training, technical assistance to target communities
- Representation from priority communities
- Increased priority communities' influence on decision making processes and practices
- Improved policies and practices
 - Directing funding and resources towards concerns and needs of the priority communities

GaPQC Lived Experience Integration Program

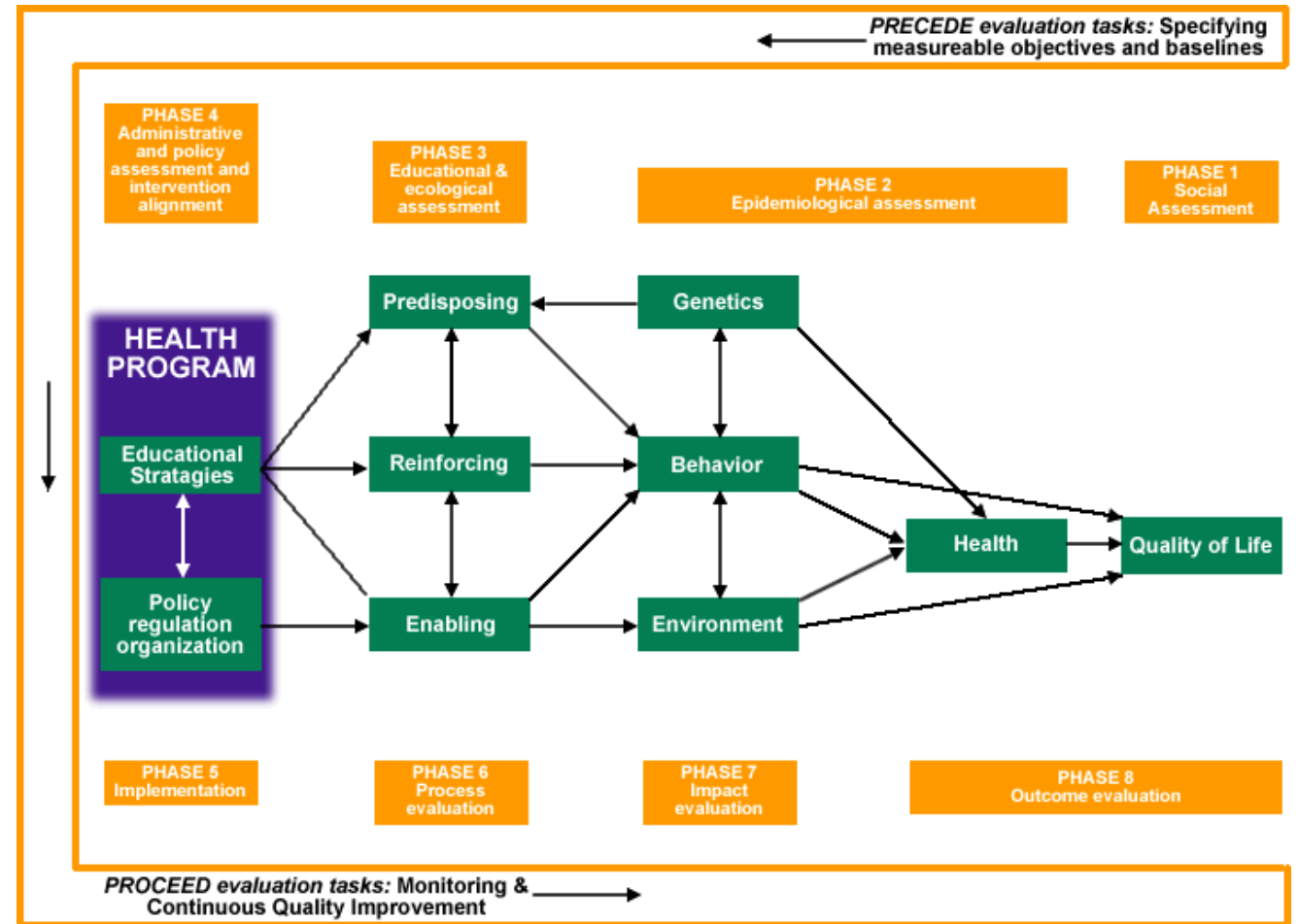


**MoMMA's
Voices**

- Collaboration with community partners - MoMMA's Voices
 - ILEs recruitment, training
- Development of 90-day action plan and evaluation plan
- Application of a readiness survey for GaPQC leadership and partners
- Collaborative support
- ILEs recruitment, training, and onboarding and integration into GaPQC's statewide quality improvement initiatives

GaPQC Lived Experience Integration Program

- SMART Process, impact and outcome goals with objectives
- Step-by-step implementation plan
- Formative Evaluation



LEI Mission and Goal

Mission

Build a culture of patient and family engagement in GaPQC to amplify the voices of at-risk populations, positively impact the health disparity gap in Georgia, and decrease the rate of preventable maternal/neonatal morbidity and mortality.

Principal Program Goal

To fully integrate into the collaborative individuals with lived experience from at-risk communities in GA who are affected by adverse maternal and neonatal outcomes.

ILE Onboarding

ILE Onboarding

- Virtual Orientation
- Welcome packet
 - Sent via E-mail to ILEs
 - Orientation manual
 - Financial and demographic forms
 - Discuss participation options and determine fit
 - Provide ILEs with webinar schedule

Lived Experience Integration
Program: Orientation Manual



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Looking to the Future

Participation in GaPQC Webinars

Integration into GaPQC Committees

Maternal Peer Support Program

LEI Programs in different healthcare institutions





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Current Individuals with Lived Experience

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Questions?

