



Patient- and Family-Centered Care and Pediatric Partnerships with Patients and Families During COVID-19

Roles for PFACs and PFAs

- ◆ Serving on COVID-19 planning, implementation, and evaluation teams
- ◆ Meeting regularly with key staff from the Emergency Operations Committee
- ◆ Working with Communications/Marketing on new content for websites and other communications about COVID-19 for the various communities served
- ◆ Participating as patient and family faculty and co-designers of training for new roles for front-line staff and administrative leaders
- ◆ Partnering in evaluation and research about impact of changes and initiatives related to the pandemic

Partnering with PFACs and PFAs to Develop Telehealth

- ◆ Serving as members of Digital Engagement Committees
- ◆ Preparing patients and families for telehealth visits through peer support or website resources
- ◆ Serving as faculty to share communication best practices in telemedicine with clinicians (e.g., eliciting patient/family voice, building trust, making a connection, sharing test results and other clinical information)
- ◆ Reviewing and responding to information about telehealth from patient experience reports
- ◆ Partnering in evaluation and research about the impact of telehealth
- ◆ Advocating for appropriate funding and other support for telehealth

Partnering with PFACs and PFAs in Mental Health

- ◆ Serving as members of a Mental/Behavioral Health PFAC
- ◆ Highlighting mental/behavioral health needs during the pandemic in discussions of all PFACs
- ◆ Helping develop communication to patients and families about emerging mental/behavioral health needs during the pandemic
- ◆ Identifying, developing, and reviewing new resources for patients and families about mental/behavioral health needs and for information on the organization's website
- ◆ Collaborating with community organizations to disseminate information about mental health resources during the pandemic
- ◆ Partnering in research and evaluation of mental health resources and programming related to the pandemic

Partnering with PFACs and PFAs to Address Family Presence

- ◆ Reviewing changes to policies related to family presence and participation during the pandemic
- ◆ Participating in the development of messaging (website, signage, informational materials) to communities served about the changes in policies and practice
- ◆ Helping develop and conduct training for front-line staff and administrative leaders related to communication with patients and families about changes in policy and practice due to the pandemic
- ◆ Helping to design, implement, and evaluate systems to include families or designated care partners virtually in supporting patients

Partnering with PFACs and PFAs to Address Health Inequities and Structural Racism

- ◆ Partnering with Diversity, Equity, and Inclusion Officer(s) within the organization to connect them with advancing patient- and family-centered practice
- ◆ Designing and implementing special systems to provide additional support and services to vulnerable populations during the pandemic
- ◆ Collaborating with community organizations to connect with these populations during the pandemic
- ◆ Plan intentionally to involve a diversity of PFAs reflective of communities served in addressing pandemic priorities
- ◆ Collecting and using data to bring about change in both the composition of the PFAC and other PFAs, and the work that they are doing

October 2020

With funding support from:

