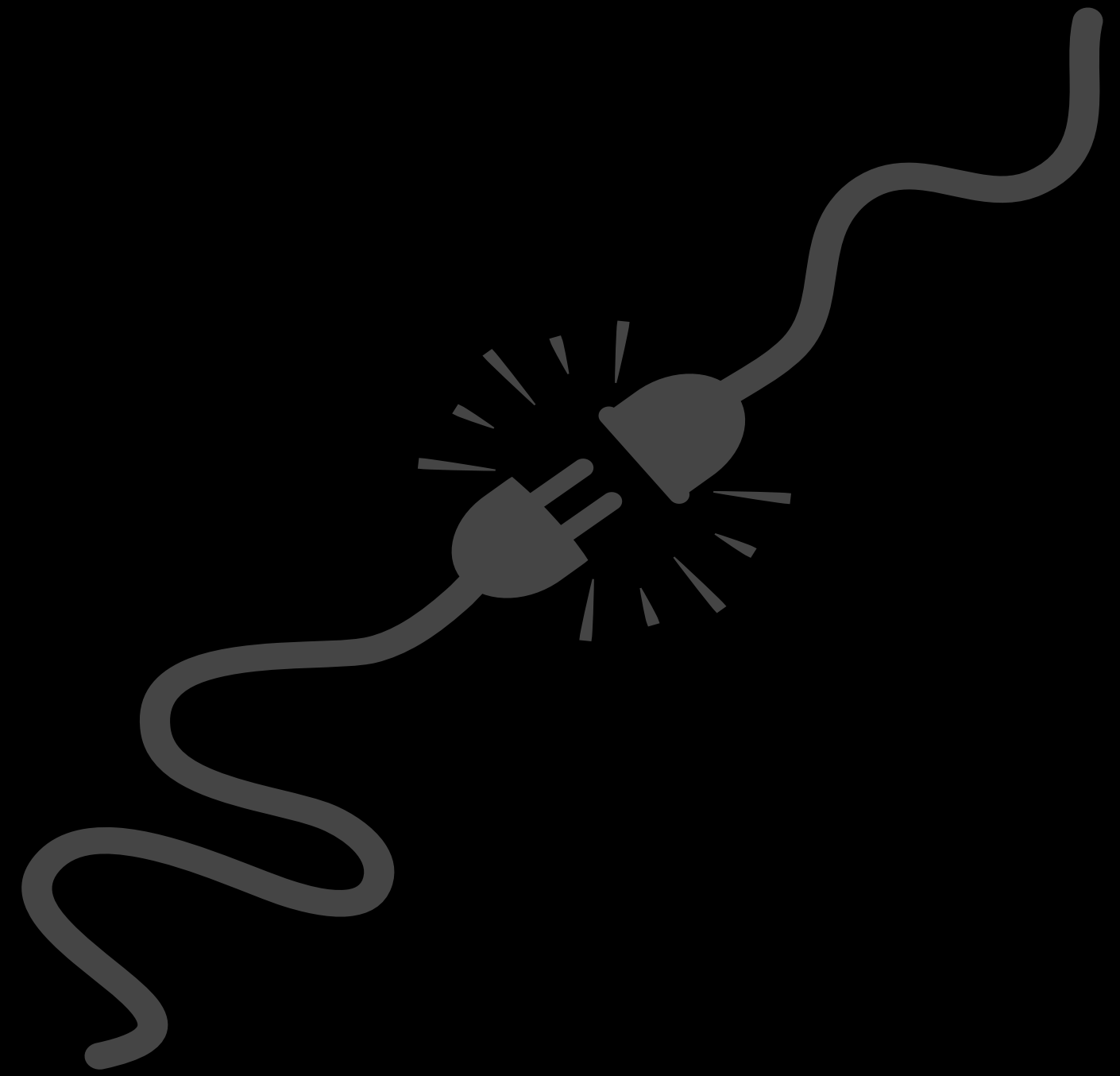


**Engaging
families
on pediatric
improvement teams**



Nikki Montgomery, M.A., M.Ed. GPAC

PARENT

Terrified mom
finds voice and
purpose

ADVOCATE

Educator
maps path in
patient
advocacy

PROFESSIONAL

All worlds
merge to
impact children
and youth with
special health
care needs



→ What you probably already know

Patient and family engagement leads to measurable improvements in safety and quality:

- ① At the bedside - communication and participation in care plans and discharge planning
- ② Through feedback surveys and focus groups
- ③ With advisory councils

**But how do you make it
meaningful for patients
and families?**



Meaningful

For the professionals at the table, engaging with families:

- Boosts your resume
- Builds your skills and knowledge to contribute to the field
- Provides insights that inform better outcomes
- Happens on the clock (you get paid for it)



Meaningful

For patients and families, engagement has to be more than an opportunity to “give back.”

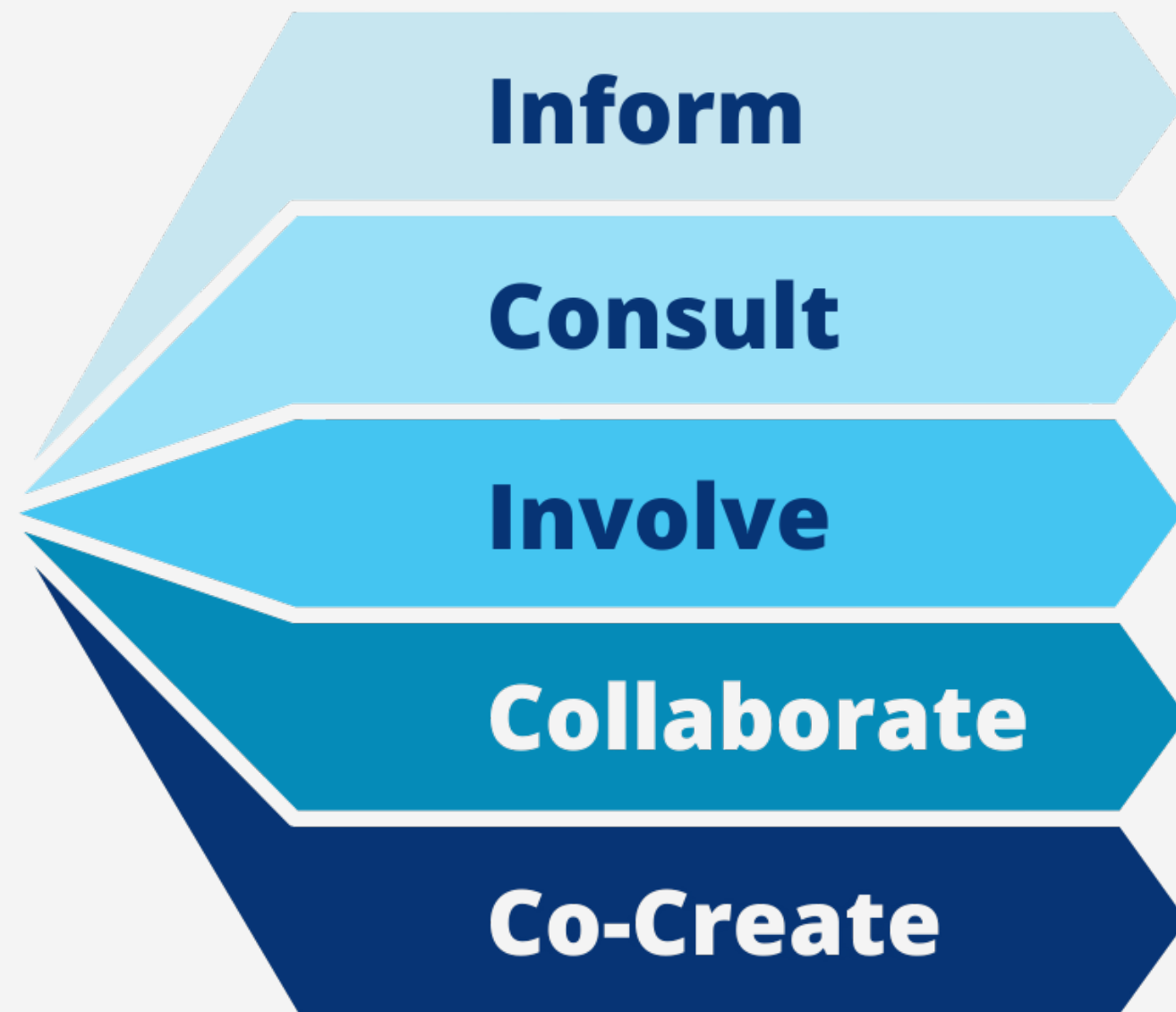
- Build skills and knowledge
- Chart new paths
- Offer payment for lived expertise
- Find meaning and purpose
- Contribute to the field



How can you help make it meaningful?

- Grounded in making the work of health care transformation accessible to patients and families
- Sharing information
- Going beyond the PFAC
- Engaging children and teens

A model for meaningful engagement



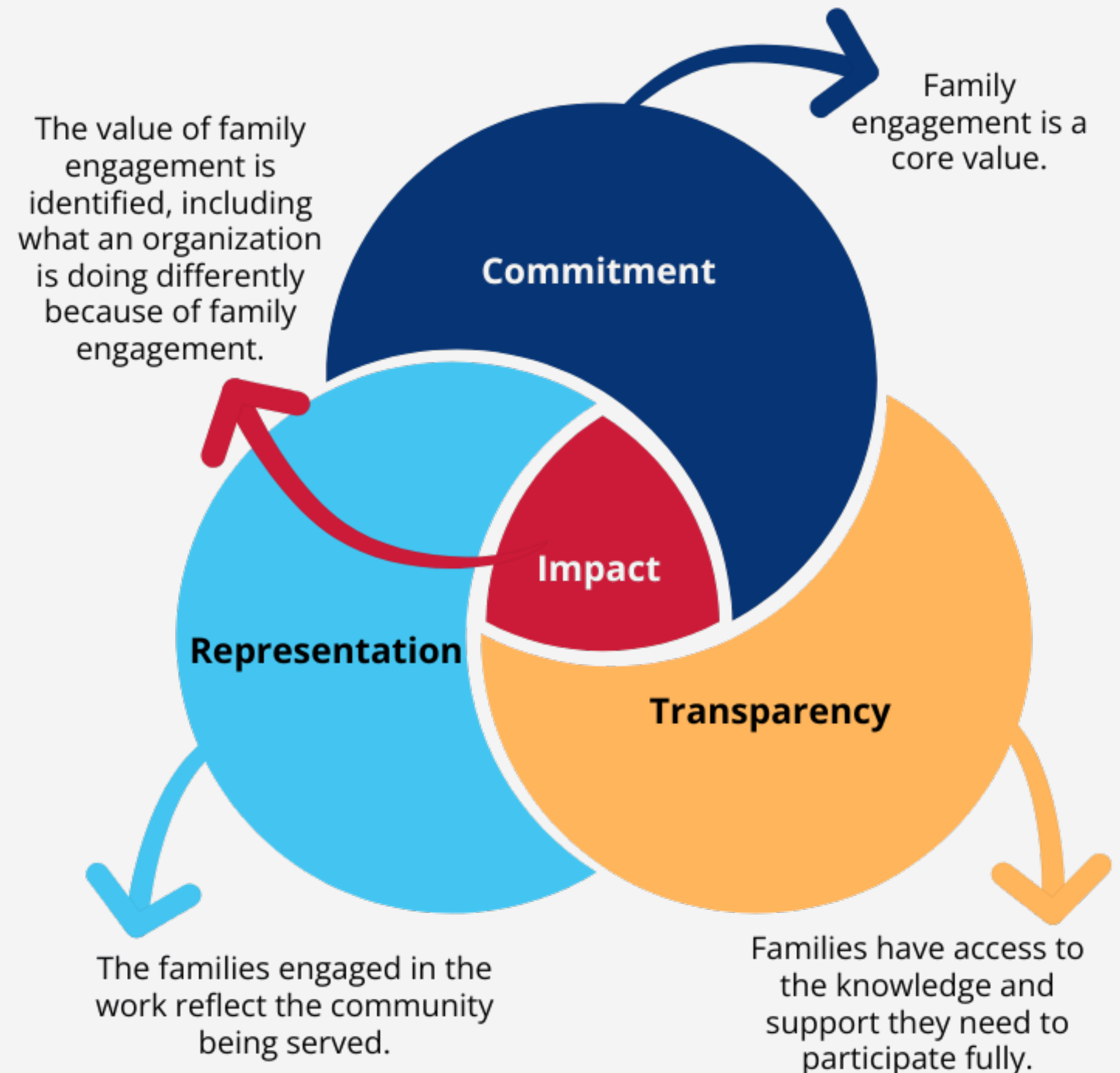
**Engagement is more than
just sharing information.**

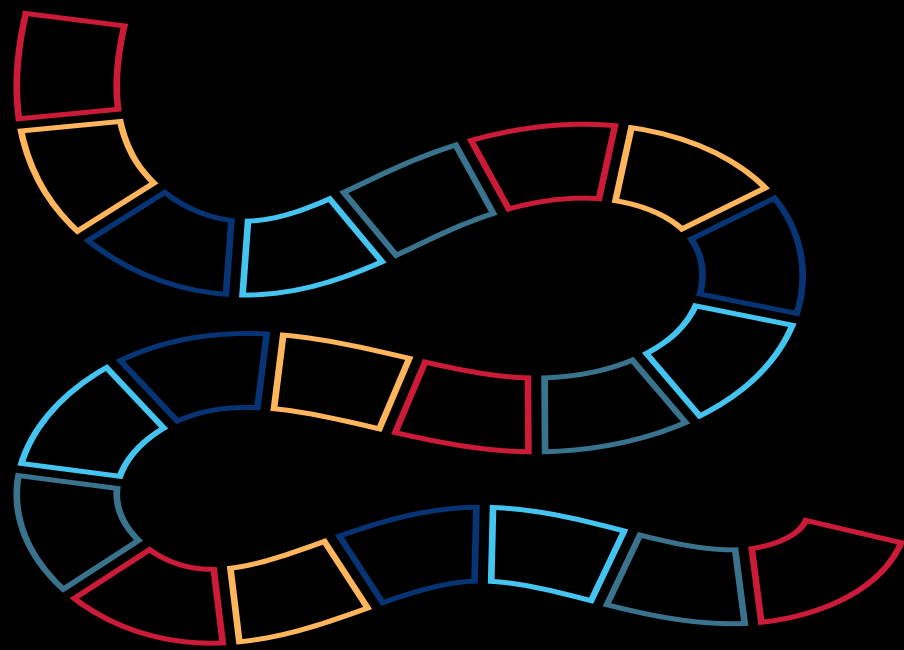
Adapted from Carman et al., 2017

A model for meaningful engagement

Family Engagement in Systems Assessment Tools:

Evidence-based model for engaging families in systems-level change that goes beyond the bedside





MY STORY

PFAC

- Served on a hospital PFAC, then led the PFAC.
- Added a Review Committee to help with accessible language
- Changed the diversity of the council

SAFETY COMMITTEE

- Helped with PDSA plans
- Led the design of safety materials for hospital rooms
- Saw a gap in education materials for children

HEALTH LITERACY

- Wrote a series of children's books about hospital safety and complex care
- Peer-reviewed publications and textbook chapters

Start where you are, but think bigger.



Engaging patients and families in ways that are meaningful to them can set them on a path to contribute beyond your expectations.

