



## Criteria for Exemplar Hospitals

(Satisfy at least 15 of the criteria below)

### The hospital's leadership:

- Advocates in the field for patient- and family-centered care
- Advocates in the field for the importance of family presence/participation
- Articulates its purpose and process in changing “visiting” policies
- Articulates a plan for continuous QI regarding family presence/participation
- Is willing to share resources with other hospitals
- Encourages participation in **Better Together** community of practice

### The hospital's written policies:

- Encourages patients to define their family or other care partners
- Acknowledges the importance of families and other care partners to the care, comfort, and safety of patients
- Welcomes families 24 hours a day
- Makes a distinction between *families and care partners* (as defined by the patient) and *visitors*
- Welcomes siblings and children of all ages according to patient and family preference
- Include input from patients and families in their development and review

### The hospital's website:

- Contains a section for patients and their families
  - Makes it easy for family or care partners to find information about family presence/participation
  - Acknowledges the importance of families and other care partners to the care, comfort, and safety of patients
  - Welcomes families 24 hours a day
  - Makes a distinction between *families and care partners* (as defined by the patient) and *visitors*
  - Welcomes siblings and children of all ages according to patient and family preference
- Note: IPFCC encourages hospital websites to reflect the importance of family presence/participation but understands that website development is an evolving process.*

### The hospital's patient materials:

- Reflect the intent of family presence/participation policies or outline a process to review them
- Include input from patients and families in their development and review