

IPFCC's work in 2024 emphasized the continued importance of the core concepts of patient- and family-centered care (PFCC)—respect and dignity, information sharing, participation, and collaboration. **Our informational and guidance resources reached all 50 states within the U.S., all 10 Canadian provinces and the Yukon Territory, and 53 other countries.** As we look ahead to 2025, IPFCC remains focused on our mission to advance the understanding and practice of patients and families as essential allies in improving health care quality, safety, experiences of care, and outcomes.

## Advance PFCC Practice and Strengthen Patient and Family Partnerships

In 2024, IPFCC staff and faculty served as consultants to hospitals and health systems in the U.S., Canada, and Europe, using an appreciative inquiry approach combined with comprehensive organizational assessments of current policies, programs, and practices to advance PFCC, address setbacks created by the pandemic, and foster healing among the workforce.

IPFCC's work to provide education and support for the implementation of PFCC best practices included working with the **Texas Collaborative for Healthy Mothers and Babies** on a Centers for Disease Control and Prevention (CDC) funded project to integrate a health equity and PFCC approach into maternal health care. IPFCC staff also served as expert faculty in engaging families as partners in care and in quality improvement for the **Vermont Oxford Network's 2023-2024 All Care Is Brain Care collaborative.**

## Support the Inclusion of Families as Essential Care Partners

IPFCC continued our **Better Together** campaign which promotes the concept that family member(s) or trusted friends—as identified by the patient—are essential care partners in all health care settings, rather than visitors. With a commitment to PFCC and mutually beneficial partnerships, the care environment can be supportive of patients, families, staff, and clinicians.

IPFCC continued our commitment to assisting hospitals and health systems in improving signage, information materials, and websites and supporting staff and clinicians in communicating effectively with patients and their care partners. We also expanded the **Better Together** section on our website and hosted learning events to share strategies that support family presence and participation.

## Develop Strategies for Community Engagement

IPFCC continued our work on the Camden Coalition's **INSPIRE** project, collaborating with the Camden Coalition, Community Catalyst, the Center to Advance Consumer Partnership, PFCCpartners, and a core team of people with lived experience to develop [A Roadmap for Effective Community Engagement](#). Following the Roadmap's release, IPFCC is working with **INSPIRE** partners to identify and share organizational practices and strategies that characterize effective, authentic, and meaningful community engagement.

IPFCC also presented in the Community Engagement Strategies Webinar Series sponsored by the **California Safety Net Institute**, discussing practical and effective approaches to build partnerships with patients and families from the communities served by California public hospitals.

## Strengthen Patient, Family, and Community Partnerships in Research

IPFCC continued to collaborate with the **American Institutes for Research (AIR)** on projects funded by the **Patient-Centered Outcomes Research Institute (PCORI)** to advance partnerships in research. Staff supported the Update of the **PCORI Engagement Rubric** project, which resulted in **PCORI's Foundational Expectations for Partnership in Research**, guidance that provides a structured way for teams to develop and sustain engagement with patients, communities, and other partners in research. Working with AIR, staff also supported PCORI's **Learning Network for the Health Systems Implementation Initiative (HSII)**, a multi-year project that includes 42 U.S. health systems and is designed to facilitate the adoption of evidence-based interventions, and the **Science of Engagement Learning Network**, which brings together PCORI Science of Engagement awardees to share their experiences and provide lessons learned to the broader field.



## Foster Collaborative Learning

Building on previous projects funded by the Lucile Packard Foundation for Children's Health, IPFCC initiated a **Patient and Family Advisory Council (PFAC) Learning Community** that will support children's hospitals in strengthening their PFACs and achieving goals related to ensuring advisors reflect the diversity of communities served. In 2025, two cohorts of children's hospitals will participate in a 9-month program of learning and action. Their work will be supported by a toolkit with guidance and actionable tools, developed by IPFCC.

IPFCC continued to host bi-monthly **PFCC.Connect Informal Conversations**, leveraging the knowledge and expertise of our community. Through robust discussions, Informal Conversations provided peers with the opportunity to share experiences, ideas, questions, and resources on specific topics, including establishing and sustaining effective PFACs, getting leadership buy-in, evaluating the impact of patient and family advisor/partner programs, supporting family presence and participation, and engaging patients and families in improving patient safety.

## Collaborate with Global Organizations to Support Family-Centered Care Efforts

IPFCC continued our collaboration with the **Ronald McDonald House Charities® Center at the University of California San Francisco** to conduct and analyze a global survey of hospital leaders' perceptions of family-centered care knowledge, attitudes, and practices in their children's hospital or general hospital with pediatric specialty care. Results from the survey are expected to be released in 2025.

IPFCC also participated in the third country-wide Family-Centered Care Conference in Portugal, "Communicating with Families as Essential Care Partners" planned by the RMHC chapter in Portugal.

## Share Knowledge to Guide PFCC Practice, Education, and Research

IPFCC participated in the "Creating Connections for PFAC Impact: Diversifying Membership and Engaging with Leadership" webinar for the **Betsy Lehman Center for Patient Safety**. IPFCC staff presented "Engaging Patients and Families: Starting and Sustaining Effective PFACs" and "Patient-Centered Care: Improving Outcomes and Experiences of Care" at the **Iowa Healthcare Collaborative Patient Safety Conference**, and INSPIRE's "Building Meaningful Collaboration with People Who Have Lived Experience" at the **Camden Coalition's Putting Care at the Center Conference**.

IPFCC staff co-authored several articles including [Evolution of Patient- and Family-Centered Care: Milestones, Key Drivers, and Recommendations](#), published in **Pediatric Nursing**; [Patient and Family Partnerships in the ICU: History, Benefits, and Strategies for the Future](#) published in **ICU Management and Practice**; and a commentary published in **Pediatrics**, [Patient- and Family-Centered Rounds: Partnering to Improve Care](#). In addition, the article [Diversity, Equity, and Inclusion in Patient and Family Advisory Councils: Advancing Best Practice in Children's Hospitals](#) was published in the **Journal of Pediatric Health Care**, and [Diversity, Equity, and Inclusion Efforts: Perspectives of Patient and Family Advisors](#) was published in **Pediatrics**.

IPFCC also published ten issues of **Pinwheel Pages**, e-newsletters which highlight new information, resources, and tools to advance patient- and family-centered care.



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