

PFCC.Connect Informal Conversation

Improving Organizational Websites to Support Partnerships with Patients and Families

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Participating in Today's Conversation

- Please chat in your **name, organization/setting, country**
- We will use polls to learn about those on call and your experiences
- Goal is to learn from each other
- Resources and recording will be loaded onto PFCC.Connect in a PFCC.Connect Conversation Folder
- Please use chat to share resources and ideas



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Poll Time!

Have you been involved in contributing content or suggesting changes to your organization's website?

- ◆ Yes
- ◆ No

Do you believe that your website is easy to use and offers helpful information for patients and families?

- ◆ Yes
- ◆ No



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What makes a good website from the patient- and family-centered care (PFCC) perspective?



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What makes a good website from the PFCC perspective?

- ◆ Easy to read and navigate
- ◆ Health literacy – what level is appropriate?
- ◆ Accessible in different languages
- ◆ Patients and families on the homepage/search bar
- ◆ Affirmation of importance of role(s) of patients and families in health care
- ◆ Family presence and visiting information
- ◆ Access to information and educational resources
- ◆ Information on PFCC and PFACs



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GENERAL HOSPITAL



Better Together
Partnering with Families

Home
About Us
Locations
Services
Patients & Families
Find a Doctor
Contact Us

Welcome to General Hospital!







123 Hospital Drive
Generaltown, AB 45678
(123) 546-7890
info@generalhospital.org

Quick Links

Pay a Bill

myGH

Specialty Care

News & Announcements



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What are some changes that your organization has made recently to improve your website from a PFCC perspective?

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Examples from hospitals/health systems in the field



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[Home](#) [Who We Are](#) [Services](#) [Community](#) [Forms, Apps, & Costs](#) [Contact Us](#) [New Portal](#) |

Welcome to Westminster Medical Clinic



Est. 1952. Privately-owned.

We are a Family Medicine family taking care of individuals and families in sickness and health, in healing and well-being.

Website: <https://www.westminstermedicalclinic.com/>



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Home Who We Are Services Community Forms, Apps, & Costs Contact Us New Portal 0 items

Who We Are.

Mission, Quality, & Awards
Care Teams & Providers
Administration
Patient Stories

Home Who We Are Services Community Forms, Apps, & Costs Contact Us New Portal 0 items

WESTMINSTER
The Pulse
NEWSLETTER
MEDICAL CLINIC

Thank you for your interest in WMC's *The Pulse* Newsletter!

The PULSE is a health newsletter produced by Westminster Medical Clinic and the Patient Advisory Council for the patients of WMC. In the Pulse, you will find information on current health topics, get to know our staff and providers, learn about programs and services, and stay up to date on WMC news and happenings. This newsletter is written for patients and staff, and your feedback is valuable to us. If you would like the Pulse to cover a topic important to you, please email us at FAC@westminstermedicalclinic.com.

Want to sign up to receive *The Pulse*?

By signing up below, you agree to receive the Pulse Newsletter by email. The Pulse is a promotional and educational publication produced by Westminster Medical Clinic. You are welcome to update your email preferences at any time by clicking on the "update your email preferences here or unsubscribe" links at the bottom of our email newsletter.

DR. ROBIN SMITH
 PHYSICIAN, MEDICAL DIRECTOR

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Request an Appointment MyChart
 For Medical Professionals Quality Research Giving Careers

NATIONWIDE CHILDREN'S
 When your child needs a hospital, everything matters.

Find A Doctor Conditions We Treat Specialties Locations Your Visit **Family Resources & Education** Search

Help Kids Everywhere

\$20.00 **Holiday Giving**

Enter your gift amount above.
 A donation of \$20 can provide one day's worth of diapers in our NICU.

Make this a recurring gift

Website: <https://www.nationwidechildrens.org/>

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Family Resources & Education

<p>700 Children's Blog If you have a child – or care for a child – 700 Children's was created especially for you. Our blog gives you access to the most current pediatric news and research.</p>	<p>Health, Wellness and Safety Resources Access health resources and safety tips: all from our trusted experts.</p>	<p>Patient and Family Centered Care Patient and Family Centered Care guides everyone in our organization as we work together to satisfy the emotional, spiritual, social and medical needs of our patients.</p>
<p>Mobile Apps Get Nationwide Children's resources at your fingertips. Learn more about the mobile apps we offer for patients, families and providers.</p>	<p>Social Media at Nationwide Children's We are always listening. Connect with us on social media. We look forward to the conversation!</p>	<p>Support Groups Learn about some of the support groups Nationwide Children's offers.</p>
<p>Patient Stories Every child we treat is extraordinary. Read their stories.</p>	<p>Courses for Parents and Kids Search and register for the latest classes. Parents and kids will find courses on everything from babysitting and parenting to ADHD and diabetes.</p>	<p>Additional Links</p> <ul style="list-style-type: none"> Find a Location > Your Visit > Find a Doctor > Flutter >

Website: <https://www.nationwidechildrens.org/>

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[Family Resources & Education](#) > [Patient and Family Centered Care](#)

Patient and Family Centered Care

When your child comes to Nationwide Children's Hospital, we welcome you and your family, too.

It's good for our young patients to keep their families close. Having you near gives them strength and comfort. It makes them feel better. It can even help them heal better. That's why we treat you like a member of our health care team.

We value your thoughts and ideas about their treatment plan. You can share your family beliefs, customs and way of life so we know what your family needs and wants. Tell us all the special things about your child – how we should explain things so they understand, what they like and don't like, and what they plan to do once they go home.

That's what we mean by patient and family-centered care. It guides everyone in our organization, as we work together to satisfy the emotional, spiritual, social and medical needs of our patients.

You can rest assured that...

You will always know and understand what is happening with your child.

Really good communication is at the heart of patient and family-centered care. We share information with you, your child, your family members – even your community groups, schools, other health care agencies and specialists. Everyone who is important to your child's improvement will get the information they need. You can help us do that.

We have what you need to be comfortable here.

Website: <https://www.nationwidechildrens.org/>

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Councils



Children's Hospital Advisory Teens

Children's Hospital Advisory Teens (CHAT) serves as an advisory group providing opportunities for teens to share opinions and make recommendations related to hospital programs and care they receive.

Family as Faculty

Through their personal narratives and presentations, Family as Faculty members strive to help physicians and staff gain a deeper understanding of patient and family centered care along with the unique family experience, both inside and outside the hospital.

Family Advisory Council

The Family Advisory Council acts as an advisory committee to ensure that the needs of children and families are met by providing a vehicle of communication for cooperative efforts between the families and the entire staff. Learn more about our responsibilities, membership and contact information.

Neonatal Network Family Advisory Council

The purpose of the Neonatal Network Family Advisory Council (NNFAC) is to foster vital connections between staff and families in order to help strengthen the family unit through advocacy, and empowering families to nurture and support their child's development.

Family Resources & Education Patient and Family Centered Care Family Advisory Council

Family Advisory Council

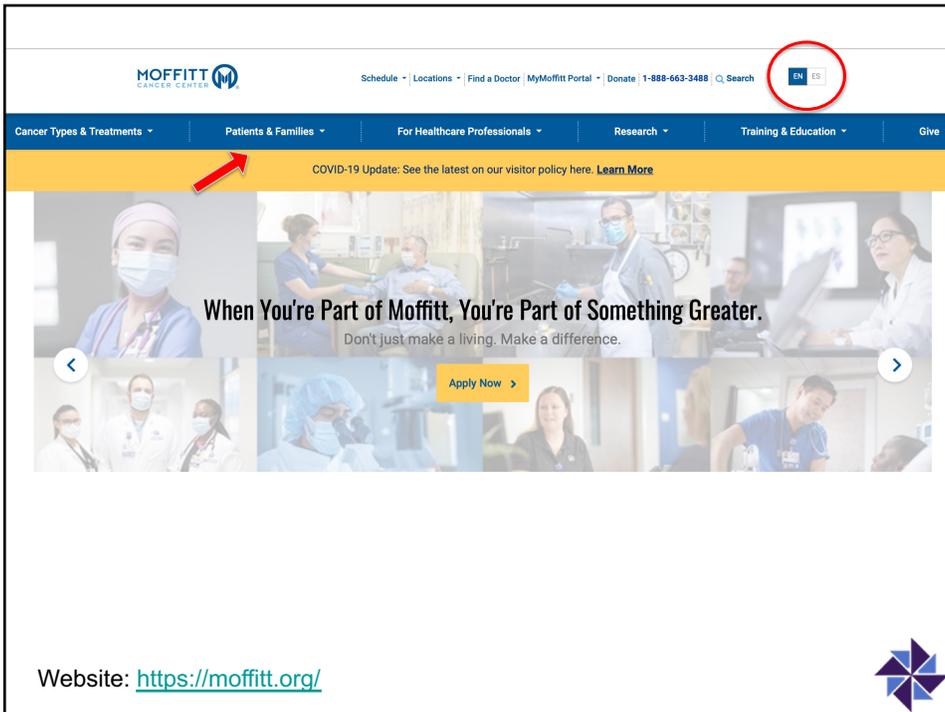


Nationwide Children's Hospital Family Advisory Council is a hospital committee that was initiated in 1998. The council is a key component of Nationwide Children's Hospital's institution-wide effort to provide patient and family-centered care and improve customer service.

The Family Advisory Council acts as an advisory committee to ensure that the needs of children and families are met by providing a vehicle of communication for cooperative efforts between the families and the entire staff.

Website: <https://www.nationwidechildrens.org/family-resources-education/patient-and-family-centered-care/family-advisory-council>

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The screenshot shows the Moffitt Cancer Center website. At the top, there is a navigation bar with the Moffitt logo, a search bar, and links for Schedule, Locations, Find a Doctor, MyMoffitt Portal, Donate, and a phone number. A red circle highlights the language selection buttons (EN and ES). Below the navigation bar is a blue menu bar with categories: Cancer Types & Treatments, Patients & Families, For Healthcare Professionals, Research, Training & Education, and Give. A yellow banner below the menu bar contains a COVID-19 update with a red arrow pointing to the 'Patients & Families' link. The main content area features a large image of healthcare workers with the text: "When You're Part of Moffitt, You're Part of Something Greater. Don't just make a living. Make a difference." and an "Apply Now" button. At the bottom, the website URL is provided: <https://moffitt.org/>

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MOFFITT
CANCER CENTER

Schedule | Locations | Find a Doctor | MyMoffitt Portal | Donate | 1-888-663-3488 | Search

EN ES

Cancer Types & Treatments | Patients & Families | For Healthcare Professionals | Research | Training & Education | Give

Patients and Families Resources Overview
International Referral Services
Moffitt Virtual Visits
Taking Care of Your Health
Preparing For Your Appointment
Scheduling Your Appointment
MyMoffitt and Online Registration

Patient and Family Orientation
Patient Rights and Responsibilities
Medical Records
Traveling for Cancer Treatment
Insurance & Financial Information
Insurance Coverage

Health Exchange
Medicare Coverage
Copay Assistance Program
Financial Assistance
Financial Information
Obtain a Cost Estimate
Understanding Your Bill

Frequently Asked Questions
Programs & Support Services
Patient and Family-Centered Care
Cancer Survivorship
Caregivers and Families

Access MyMoffitt Portal | Events Calendar | Locations & Directions | Pay My Bill

Website: <https://moffitt.org/>

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MOFFITT
CANCER CENTER

Schedule | Locations | Find a Doctor | MyMoffitt Portal | Donate | 1-888-663-3488 | Search

EN ES

Patients & Families | For Healthcare Professionals | Research

COVID-19 Update: See the latest on our visitor policy here. [Learn More](#)

Home > Patient & Family > Preparing For Your Appointment > Patient and Family Orientation

Patient and Family Orientation

Latest Update: Protecting Against COVID-19

All are invited to attend a Patient and Family Orientation. Learn how to partner with your care team, connect with supportive programs/services and find your way around Moffitt. This orientation is optional and you do not need to be a new patient to attend. The orientation is available at any time during your cancer treatment.

NEW! Live virtual sessions are held at 2 p.m. on weekdays. Registration is required. For more information, call 813-745-1690 or email Patient.Library@Moffitt.org. Available in English and Spanish!

Sign up here to attend a session.

Attendees receive a free messenger bag with Moffitt resources and organizational items.

View the Patient and Family Orientations

Online
General Information About Moffitt
Finding Your Way Around the Magnolia Campus (MCC)
Finding Your Way Around the McKinley Campus (MKC)
Finding Your Way Around the Moffitt International Plaza (MIP)
Support Services and Programs

Schedule

MAY 18 Virtual Patient and Family Orientation
WED: 2pm
Via Zoom – Meeting link will be emailed after you register.

MAY 19 Virtual Patient and Family Orientation
THU: 2pm
Via Zoom – Meeting link will be emailed after you register.

MAY 20 Virtual Patient and Family Orientation
FRI: 2pm
Via Zoom – Meeting link will be emailed after you register.

MAY 23 Virtual Patient and Family Orientation
MON: 2pm
Via Zoom – Meeting link will be emailed after you register.

MAY 24 Virtual Patient and Family Orientation
TUE: 2pm
Via Zoom – Meeting link will be emailed after you register.

See all =

En español:
Información general sobre Moffitt
Orientación por el campus de Moffitt en Magnolia (MCC)
Orientación por el campus de Moffitt en McKinley (MKC)
Orientación por el campus de Moffitt en Internacional Plaza (MIP)

Website: <https://moffitt.org/>

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After your visit

Before your visit

During your visit

Laboratory

Patient and Family Advisors

Patient Resources

Billing And Insurance

CaringBridge

Patient Rights

Patient Resources

If you're preparing for a hospital stay, you likely want to know more about insurance coverage, costs, privacy and your rights as a patient. You've come to the right place. Use these tools to stay informed and get your questions answered:

- Billing and Insurance
- Medical Records
- Online Bill Pay
- Patient Rights

From a list of hospital charge estimates, to common insurance questions and an overview of the HIPAA Privacy Rule, we gathered resources to make your stay as smooth as possible. If you have specific questions, visit the before, during and after your stay pages, or contact us.

CONTACT US
443-481-1000

PAY YOUR BILL

Website: <https://aahs.org/Plan-Your-Visit/Patient-Resources/>

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Patient and Family Advisors

To give you the best health care experience possible, it only makes sense that we involve you and your family members in the decision-making process. At AAMC, we value your opinion. That's why our Patient and Family Advisors program allows patients, family members and community members to give input on our policies, programs and practices.

These advisors work with our health care providers to support our patient- and family-centered care approach. Whether you've been our patient or want to help for other reasons, we invite you to be part of our team.

Patients and family advisors:

- Bring a fresh perspective and help us discover solutions that clinicians and staff may not have considered.
- Help us make improvements based on patient - and family needs rather than our own assumptions.
- Offer insights on what we do well and where we can improve.

WHAT KIND OF PROJECTS ARE ADVISORS INVOLVED WITH?

Every year, dedicated Patient and Family Advisors put in hundreds of hours, working shoulder to shoulder with AAMC employees to advance the understanding and practice of patient and family centered care. [In our annual report](#), we are proud to share with you just some of the highlights of our tremendous work.

We are proud to be a [Pinwheel Champion](#), demonstrating our commitment to patients and families by meeting the standards of the Institute for Patient- And Family-Centered Care.

CONTACT US
LBANCHERO@AAHS.ORG

BECOME AN ADVISOR

THE EXPERIENCE

Website: <https://aahs.org/Patient-and-Family-Advisor/>

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Northwell.edu | Make an appointment | Pay a bill | Make a gift | Log in

Cohen Children's Medical Center
Northwell Health

(833) GO-COHEN

Find care | Departments & services | **Patients, families & visitors** | For professionals | About us | Get involved | Give now




Being #1 is only part of raising kids' health

We're proud to be New York's #1 children's hospital. But care goes beyond numbers. That's why we empower our young patients so that they can become better healers.

Bill of Rights

When we raise kids' voices, we raise everyone

Empowered kids are better healers. That's why we created the Cohen Children's Bill of Rights. It's a set of rules followed passionately by the



Website: <https://childrenshospital.northwell.edu/>

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Northwell.edu | Make an appointment | Pay a bill | Make a gift | Log in

Cohen Children's Medical Center
Northwell Health

(833) GO-COHEN

Find care | Departments & services | **Patients, families & visitors** | For professionals | About us | Get involved | Give now

Patients, families & visitors

Planning your visit

Whether you're coming in for a brief appointment, a day of testing, an extended stay or simply to offer your support as a visitor, here are some helpful pointers to make the most out of the experience.

- About your stay
- Your role as a care partner
- Preparing your child
- Places to stay
- Technology
- What to bring

Patient & visitor information

- Visiting hours & guidelines
- Guide to your child's surgery
- Contact a patient
- Patient relations
- Interpreter services

Is my insurance accepted?

We participate in most insurance and managed care plans.

[See all insurance plans accepted at Cohen Children's Medical Center](#)

Amounts generally billed

Website: <https://childrenshospital.northwell.edu/patients-families-visitors>

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While you're here

Our multidisciplinary team of professionals will take excellent care of your child during their stay.

- Children's Bill of Rights
- Family-centered rounds
- Who will care for your child

Family centered rounds

We believe in the power of family-centered care—that's why we invite and encourage families to join our team through family centered rounds. Each day, families and medical professionals will meet together to review the child's progress, establish a goal for the day and discuss discharge goals. Our staff will also answer questions, listen to your concerns and provide open and honest communication. Staff members may include the attending physician, nurses, residents, interns, medical students, social workers, child life specialists and others.

Website: <https://childrenshospital.northwell.edu/patients-families-visitors>



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- How are patient and family advisors or PFACs involved in reviewing or helping you improve your organizational website?
- How could you better collaborate with your organization's Marketing and/or Communications Department?



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Helpful Resources

- ◆ *Better Together Website Template*
 - IPFCC
<https://ipfcc.org/bestpractices/better-together-partnering.html>
- ◆ *Health Literacy Online: A Guide for Simplifying the User Experience*
 - Center for Evidence and Practice Improvement, Agency for Healthcare Research and Quality (AHRQ)
<https://health.gov/healthliteracyonline/>
- ◆ *Health Literacy – Guidance and Tools*
 - Centers for Disease Control and Prevention (CDC)
www.cdc.gov/healthliteracy/developmaterials/guidancestandards.html



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PFCC.Connect Next Steps

WHAT IPFCC WILL DO:

- Post recording of today's conversation including chat & slides on PFCC.Connect website
- Continue the discussion

WE ENCOURAGE YOU TO:

- Complete evaluation of today's conversation
- Add your own additional suggested links, examples, tools, or resources to COVID-19 community area
- Begin or respond to discussion questions

Not a member of PFCC.Connect?

Join here: <https://pfcc.connect.ipfcc.org/home>



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IPFCC is Celebrating 30 Years!



- ◆ Nominate a team today for the IPFCC Partnership Award! Details can be found at: <https://ipfcc.org/bestpractices/partnership-award.html>
- ◆ Stay tuned for a virtual celebration event in the Fall!



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Thank You for Joining Us!

Please fill out the survey:
<https://www.surveymonkey.com/r/YDF965N>

**Feedback and ideas for
future conversations?
Contact Ushma Patel
upatel@ipfcc.org**



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