

## 2000-2005

- Institute for Family-Centered Care (IFCC) CEO visited Children's Hospital
- Rehabilitation Center and Children's Hospital completed early assessments
- Small tests of change implemented with medically fragile, technology dependent children

## 2006-2007

- Children's Hospital and Rehabilitation Center Patient-Family Advisory Councils formed
- UHS Strategic Framework launched with Service Pillar that included focus on patient experience
- Executive and staff attended IFCC National Conference and Intensive sessions
- System scorecard included patient satisfaction scores

## 2008-2009

- UHS 5-year Quality plan included patient-family engagement strategies
- UHS Board approved transparency plan; advisors input incorporated
- Return-to-Care initiative introduced to UHS hospitals
- Family experience shared at UHS Leadership Team meeting
- Executives and staff attended IFCC National Conference and Intensive sessions
- PCMH adopted patient-family centered philosophy of care
- Advisor roles established at three UHS hospitals
- PFCC Staff Champion team established; expanded members from 49 to over 180
- Advisors across UHS expanded from 8 to over 42
- UHS presented leadership development program on PFCC
- PCMH established Office of Patient-Family Experience
- Safety Matters campaign launched with patient-family engagement
- Family-activated Rapid Response Team initiated at all system hospitals
- UHS established Office of Patient-Family Experience
- PFCC assessments completed at six UHS hospitals
- Advisors partnered in interviews of staff for key positions
- Advisors engaged in design and way-finding projects

## 2010

- UHS Board Retreat conducted on PFCC
- Advisor included in Safety Rounds at PCMH
- Patient tells experience at UHS Quality Improvement Committee
- System-wide policies and plans drafted
- Quality plans included expanded focus on patient-family experience
- PFCC practices integrated in plans (HR, finance, IT, quality, growth)
- Number and scope of advisors engaged in best-practice work increased