



Patient- and Family-Centered Care and Partnerships with Patients and Families During COVID-19

Expanded Roles for PFACs and PFAs

- ◆ Serving on COVID-19 planning, implementation, and evaluation teams
- ◆ Meeting regularly with key staff from the Emergency Operations Committee
- ◆ Working with Communications/Marketing on developing new content for websites, social media, and other messages about COVID-19 to inform the communities served
- ◆ Developing COVID-19 resources and other materials to prepare, guide and empower patients and families to be active in reducing the risk of infection and its spread
- ◆ Collaborating with community organizations, pharmacies, and hospital and health system teams to address COVID-19 vaccine hesitancy
- ◆ Participating as patient and family faculty and co-designers of training for new roles created during the pandemic for frontline staff and administrative leaders
- ◆ Providing encouragement and support to frontline healthcare staff to help strengthen resiliency and alleviate burnout
- ◆ Partnering in evaluation and research about impact of changes and initiatives related to the pandemic

Partnering with PFACs and PFAs to Develop Telehealth

- ◆ Serving as members of Digital Engagement Committees
- ◆ Participating in the planning of each step of the telehealth experience
- ◆ Preparing patients and families for telehealth visits through peer support and creating website resources
- ◆ Serving as faculty to share communication best practices in telemedicine with clinicians (e.g., eliciting patient/family voice, building trust, making a connection, sharing test results and other clinical information)
- ◆ Reviewing and responding to information about telehealth from patient experience reports
- ◆ Partnering in evaluation and research about the impact of telehealth
- ◆ Advocating for appropriate funding and other support for telehealth

Partnering with PFACs and PFAs in Mental Health

- ◆ Serving as members of a Mental/Behavioral Health PFAC
- ◆ Highlighting mental/behavioral health needs arising during the pandemic in discussions at all PFAC meetings
- ◆ Helping develop communication for patients and families about mental/behavioral health concerns during the pandemic
- ◆ Collaborating in the development of new resources for patients and families about mental/behavioral health and available support to include on the organization's website
- ◆ Collaborating with community organizations to disseminate information about mental health resources for individuals and families during the pandemic

- ◆ Collaborating in the development of messages of appreciation, and other activities and programs that support the mental health of staff, clinicians, and leaders
- ◆ Partnering in research and evaluation of mental health resources and programming related to the pandemic

Partnering with PFACs and PFAs to Address Family Presence

- ◆ Reviewing changes to policies related to family presence and participation during the pandemic
- ◆ Participating as members of interdisciplinary teams weighing the benefits and harms of alternative family presence and participation policies and practices for intensive care, and other inpatient and ambulatory care settings
- ◆ Participating in the development of messaging (website, signage, informational materials) for communities served about changes in policies and practice
- ◆ Helping develop and conduct training for frontline staff and administrative leaders related to communication with patients and families about changes in policy and practice due to the pandemic
- ◆ Participating in the development of training for families related to the use of PPE and adherence to other COVID-19 safety precautions when in the hospital and ambulatory facilities
- ◆ Helping to design, implement, and evaluate processes to include families or designated care partners virtually in supporting patients

Partnering with PFACs and PFAs to Address Health Inequities and Structural Racism

- ◆ Partnering with Diversity, Equity, and Inclusion Officer(s) within the organization to connect them with advancing patient- and family-centered practice
- ◆ Integrating advisors into committees and workgroups formed to improve equity across the system (e.g., implicit bias training)
- ◆ Working with diverse populations to identify their concerns and issues and seeking their input on strategies to address them
- ◆ Designing and implementing systems to provide additional support and services to vulnerable populations during the pandemic
- ◆ Collaborating with community organizations to connect with these populations during the pandemic
- ◆ Involving PFAs reflective of the diversity within communities served in addressing pandemic priorities
- ◆ Collecting and using data to bring about change in the representativeness of PFAC members and other PFAs, and the work that they are doing to improve diversity, equity, and inclusion

With funding support from:



For additional resources, visit IPFCC's special webpage at [PFCC and COVID-19](#).

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