






MILESTONE MOMENTS TEMPLATE

This template is designed to help frame the insights and lessons learned from achieving milestones (BIG or small) in patient family engagement for equity (PFEE). The goal is to share milestone moments for patient family engagement to promote equity across the healthcare community.

TIPS FOR COMPLETING THE MILESTONE MOMENTS TEMPLATE

 Engage Patient Family Partners, or people using their lived experience to influence healthcare, to complete the template. This will give you additional insight into the moments worth sharing from a collaborative perspective.

 You may not have responses to each question, and that's okay! These are prompts to help capture the big moments, lessons learned, and milestones achieved along the way.

 Having a discussion with Patient Family Partners is a milestone in itself. What did you learn from the discussion? And what do you plan to do having heard their perspective? Use this template to capture and share those next steps.

CONTACT INFORMATION

Healthcare Organization:

State:

Staff Contact Name:

Title:

Email:

Phone:

PFE Lead:

Patient Family Partner:

TOPIC AREA

For example: Was your project focused on improving quality or safety? Improving Patient Family Advisory Council (PFAC) processes? Promoting health equity? Or something else?

BACKGROUND

Project Summary: Briefly describe your project and how patients and family caregivers were engaged in the project design, implementation and/or evaluation.

PFE Goals: How did the Patient Family partners impact your program? Were the outcomes changed because of the engagement of people with lived experience? Be as detailed as possible.

APPROACH

Project Organization: What department or individuals championed this program? What approvals were needed? What specific actions were taken? Were there costs involved?)

Improvement Measurement: What specific measures did you use to monitor the effects of this engagement strategy?

RESULTS

Insights: Please describe your insights about what worked and why it worked. What were the defining moments that produced these results? What insights did Patient Family Partners have to share?

LESSONS LEARNED

Challenges and Successes: What challenges did you or Patient Family Partners have when collaborating? What strategies did you use to overcome these challenges?

SPREAD AND SUSTAINABILITY

Sustaining the Vision: What are your future plans for engaging patients and families?

Quotes: Please provide a quote from a Patient Family Partner describing their perspectives on your story.

Commitment to Share: Is there a Patient Family Partner or leader in your organization who would be willing to serve as a resource for other healthcare organizations that wish to learn from your story? If so, please add the name(s) and contact information.

Resources: Please provide examples or attach copies of relevant tools or other materials that you used to create this milestone.

If you could give advice to others wanting to replicate your milestone moments, what would you tell them?

WHAT NEXT?

Now that a milestone moment has been developed, the organization can do the following with the information:

1. Share the moment across the organization using currently available communication tools, such as newsletters, email blasts and community updates.
2. Share moments with Patient Family Partners. Sharing milestones and celebrating them continues to build will and engagement of partners.
3. Share the story with PFCCpartners to be highlighted in the broader PFE community. Add your milestone moments to our online form:

