

Welcome to the Community Engagement Learning Network!

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Community engagement refers to the different ways in which health (& social) care organizations can reach out to, engage, and partner with people with lived experience, with the goal of working together to improve healthcare and achieve positive health outcomes.



The CE Learning Network
is taking an August hiatus.

Please join us for our next
session on **Sep 23rd** from
3-4:30pm ET

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www.consumerpartnership.org/assessment

Welcome to INSPIRE's Community Engagement Assessment & Practice Library

This self-assessment takes less than 10 minutes to complete and offers customized suggestions, including 'easy wins' for your organization and community!

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Start Your Assessment

Start Now

Your responses will be used to provide recommendations about specific ways your organization can strengthen partnerships with PWLE.

We strongly recommend that you start with the self-assessment so we can help point you in the right direction, but you can choose to skip the self-assessment and explore our full Practice Library on your own.

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What is this self-assessment?



Who should take this self-assessment?



How to take this self-assessment:



Click to filter by practice category

Building authentic
and impactful
relationships with
PWLE

Building
organizational
infrastructure for
engaging PWLE

Creating strategies
and goals for
engaging PWLE

Measuring and
evaluating your
work with PWLE

Search resources...



Articulating A Clear Statement Of Purpose

Creating strategies and goals for engaging PWLE



Creating Engagement Opportunities

Building authentic and impactful relationships with PWLE



Engaging Executive Leaders

Building organizational infrastructure for engaging PWLE



Ensuring Representation

Creating strategies and goals for engaging PWLE



Establishing Feedback Loops That Support Action

Building organizational infrastructure for engaging PWLE



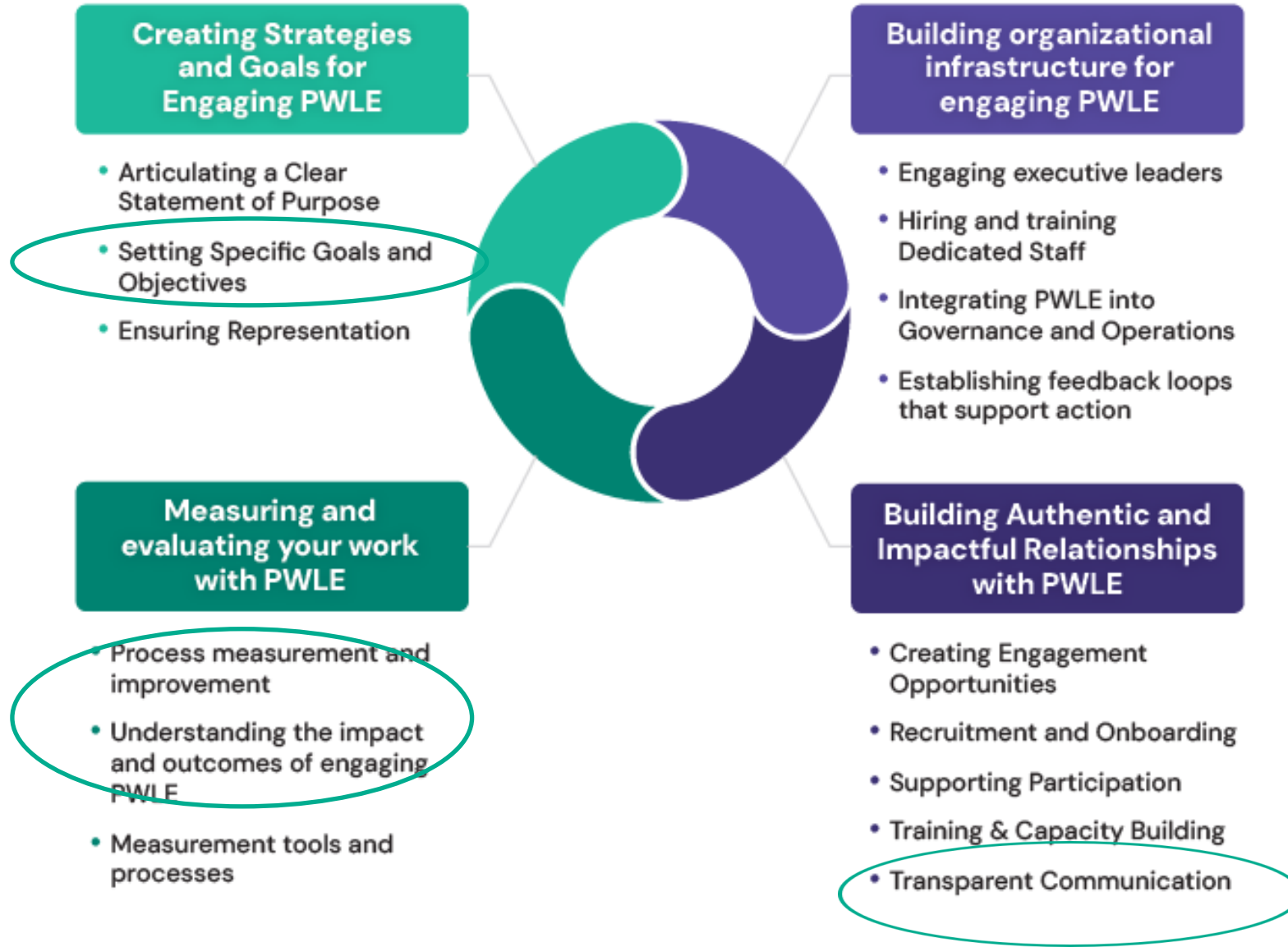
Hiring And Training Dedicated And Skilled Staff

Building organizational infrastructure for engaging PWLE



The INSPIRE Framework for Engaging PWLE

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Effective Goal Setting for PFACs

Building Alignment, Accountability, and Impact Through Strategic Partnership

Katie Litterer, Program Manager for Family Partnerships
Boston Children's Hospital



Introduction

01

A little bit about me

- Patient parent
- Family Advisor since 2009
- Boston Children's staff member since 2016
 - Program Manager for Family Partnerships | Office of Experience



Our agenda

1. Build Member-Driven PFACs

2. Align with Organizational Priorities

3. Level-Setting

4. Goal Setting

5. Accountability

6. Impact Reporting

Who are we?

Founded in 1869 as a 20-bed hospital for children, Boston Children's today is a 485-bed comprehensive center for pediatric and adolescent health care across 269 specialty programs. Boston Children's is also the primary pediatric teaching affiliate of Harvard Medical School.



Hospital-Wide Family Advisory Council

Hospital-Wide FAC
Founded in 1982
(parents/caregivers)

E-Advisors Program
since 2015

Teen Advisory
Committee since
2022

25+
unit/department or
condition specific
advisory groups

Boston Children's provides care for patients hailing from local, regional, national and international locations.

1. Build and maintain member-driven PFACs



Build partnership starting with expectation setting



Building your membership

Just start!

Prioritize candidates who can:

- Attend meetings
- Think on behalf of many
- Use brief personal stories to make points that will impact many
- Be quiet and listen to the other voices in the room

Avoid:

- Personal agendas
- Need to be heard above all

Already established?

Assess perspectives, lenses and experiences of your existing members

Ask existing members what other perspectives, lenses and experiences would bring value to your conversations?

Recruit to fill gaps

Consider saying 'yes' to a voice that doesn't fill identified gaps but does bring value.

2. Align PFAC efforts with organizational values and strategic priorities



Alignment with organizational goals/values/priorities



Align FAC guiding principles & goals with Boston Children's:

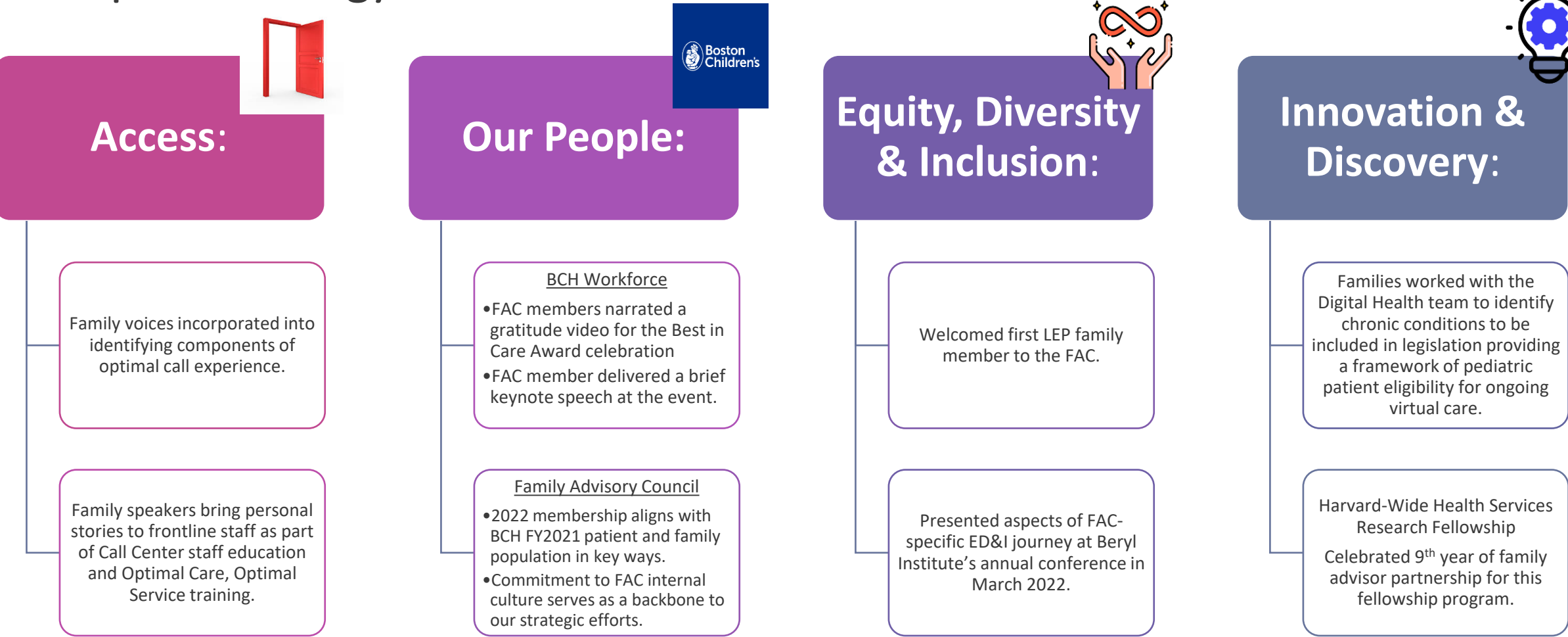
FY22 BCH Enterprise Strategy Framework



Respect
Inclusivity
Teamwork
Kindness

**It's the
Boston
Children's
Way**

Boston Children’s Example: Key Areas of FAC Impact Aligned with FY22 Enterprise Strategy Framework



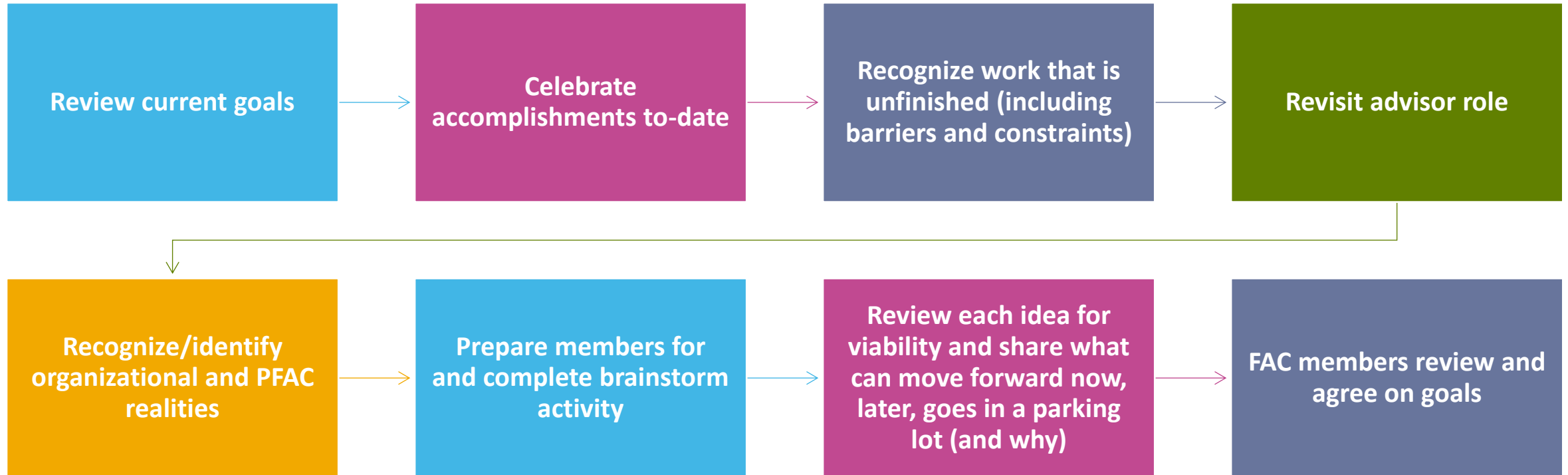
3. Level-setting



Why We Level-Set Before and After Goal Setting

Without level-setting, goal-setting activities often yield a repeat wish list.

A process that works well for us



Example: What's happening with the work (FAC Member Experience)

Goal Statement: We aim to provide fulfilling council experiences for our individual members by creating and offering opportunities for member connections, education, soliciting and incorporating member feedback into our operational practices. We also commit to sharing the impact of our work both within BCH and beyond through annual reporting, presentations and publications.

Goal	Completed	Ongoing	Implemented and moving forward	Started but not moving forward	Not started	Notes
Internal Culture		- Member connections (in meetings) - FAC new member mentorship - Birthday/milestone cards	Social Activities (in/outside of meetings)	FAC newsletter*		*Need volunteers
Equity, Diversity, Inclusion & Belonging	Review/refresh ED&I plan	Sustain ongoing efforts	FAC member ED&I education			
Operational Excellence	Review/Revise bylaws	- Annual reporting - FAC Annual Assessment & response	- FAC member activity tracking* - Virtual/hybrid engagement optimization	Post-meeting survey		*inconsistent



Role of patient/family advisors:

Advisors inform decisions. They do not direct work. Their role is consultative, not supervisory or clinical.

Advisors do:

-  Share lived experience
-  Offer perspective and feedback on ideas, plans, or materials
-  Ask thoughtful questions
-  Help teams see issues from different angles
-  Help shape decisions

Advisors don't:

-  Direct staff work
-  Manage projects
-  Provide clinical guidance
-  Use PFAC membership to influence clinical care

Example: Identifying and Acknowledging Our Realities

Organizational realities:	Executive leadership changes
	Financial constraints
	Transition to a new electronic health record system
	Navigating external factors: public policies, funding changes, etc.
PFAC realities:	<u>Time</u> : 11 90-minute meetings per year
	<u>Capacity</u> : 1 dedicated staff member / Members' limited capacity outside of meetings
	<u>Resources</u> : Very limited budget
	<u>PFAC role & purview</u> : Consultative advisors/partners
	<u>Organizational priorities</u> : We have no control

Level-setting example: PFAC Membership

Don't be afraid to ask your members about themselves while:

- Assuring PFAs that their voices bring value to the work.
- Making all responses anonymous, all questions optional, provide a 'prefer not to say' option
- Commit to sharing any data in an aggregated, anonymized way



Age



Gender identity



Race/ethnicity



Country of origin



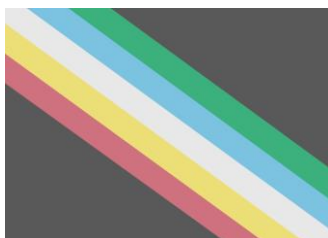
Sexual orientation



Religion



Preferred language



Disabilities



Chronic conditions



Neurodiversity



Behavioral/
mental health



Housing type



Domicile (urban,
suburban, rural)



4. Goal Setting



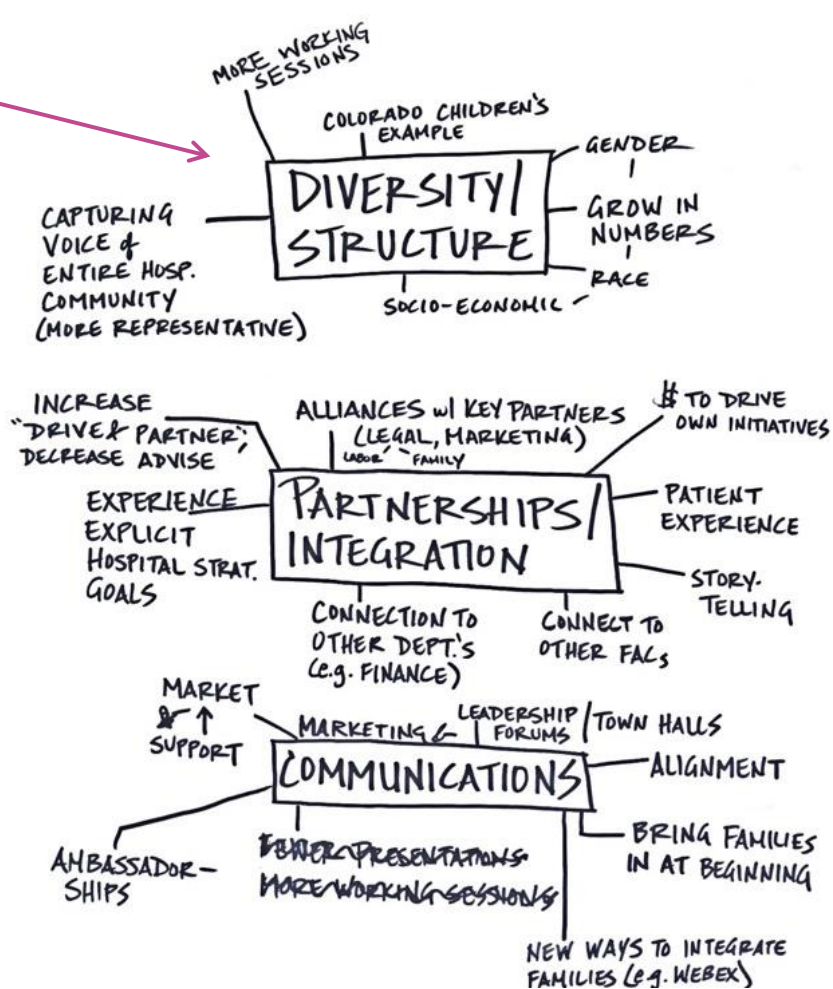
Strategic Planning: Where we started and why

In 2016, we committed to a formal FAC strategic plan and set our first set of 100% MEMBER-DRIVEN GOALS:

- To **validate our Family Advisory Council** as a formal working group and key partner within the organization
- Because we wanted to be able to **see progress** over the short- and long-term and feel like we really accomplished things
- Because we wanted a way to **measure** both our efforts and our impact
- To **make ourselves proud and garner additional support** from key stakeholders within our organization



Our first goal setting brainstorm session (October 2016)



Initiative Name: OPERATIONAL EXCELLENCE

Initiative Goals: We will sustain practices and policies that currently support the efforts of the FAC. We will develop and implement new practices and policies identified as quick wins / high priorities in order to increase the FAC's efficiency/transparency/productivity and impact.

Prioritized Sub-Goals	Specific Actions	Complete By	Responsible Parties	Timing and Metrics
Yammer	1. Connect 1-1 with all members NOT using Yammer to ensure ability to participate 2. Explore alternative communication options	1. 12/31/2016 2. TBD	1. Katie Litterer / FAC parent co-chair 2. TBD	
FAC Goals	1. Clearly define and adopt FAC goals	1. 12/31/2016	1. FAC Group / Fleishman, O'Donnell	
FAC Mission	1. Clearly define and adopt unified FAC mission	1. 12/31/2016	1. FAC Group / Fleishman, Williamson	
Member Development	1. Support new members during first year term (Leverage FPC, Co-Chairs, time after meetings) 2. Advanced development for existing members	1.12/31/2016 2. TBD (2017)	1. Katie Litterer, Co-Chairs 2. TBD	
Video Meeting Access	1.Leverage video conferencing to increase family voices in the room	1. 12/31/2016	1. Shaw, TBD	

Resource Requirements: Time (FPC's are part time employees, FAC members are volunteers); May need funding to consider a new secure online forum and/or member development opportunities.

Operational Excellence 2017 Priorities

- 1. Expand FAC Steering Committee to include parents beyond co-chair**
2. Solicit Yammer feedback for improvements and better usage
3. Successfully on-board and integrate new FAC members
4. Identify FAC member training and development needs and plan to deliver
- 5. Create and implement FAC annual member survey to measure progress, impact and areas for improvement**
- 6. Explore video conferencing for FAC meetings**

5. Accountability



Annual FAC Assessment Survey

Created to assess FAC member satisfaction

- Meeting agendas, logistics, etc.
- Perceived role of FAC within hospital
- Communication
- Personal engagement satisfaction

Accountability ensures progress

- **Review** member feedback
- **Measure** progress
- **Share** with membership
- **Accept** shared ownership
- **Be realistic** about time and resources needed to complete tasks/goals

The following questions were answered by members of Boston Children's Family Advisory Council (FAC) on a scale of 1, "I strongly disagree," to 5, "I strongly agree." The below graphs represent an aggregate of those who answered with either a 4 (Good) or 5 (Very Good). Number denoted in parentheses (n) is the total number of responses for each question.



2025 FAC Assessment Results (100% response rate)

*No increases or declines greater than 10%

Trends: % of Strongly Agree & Agree by Year

FAC, Boston Children's Hospital, and Me										
Question	2017 (n=19)	2018 (n=18)	2019 (n=20)	2020 (n=19)	2021 (n=18)	2022 (n=18)	2023 (n=21)	2024 (n=19)	2025 (n=21)	Yearly Trends
	% Strongly Agree & Agree									
As a FAC member, I clearly understand the council's mission and priorities.	94.7%	100.0%	100.0%	84.2%	100.0%	94.4%	100.0%	94.7%	95.2%	
FAC actions/member engagement in committees and work groups influences strategic decisions within Boston Children's.			75.0%	66.7%	72.2%	83.3%	81.0%	89.5%	95.2%	
FAC members receive adequate guidance/training in preparation for serving on new committees.	55.0%	58.8%	73.7%	50.0%	72.2%	77.8%	71.4%	84.2%	90.5%	
Family member perspectives are welcomed (and well-received) in the committees/workgroups that I have engaged with.			94.7%	94.4%	94.4%	94.4%	95.2%	94.7%	95.2%	
I am satisfied with the communication and materials I receive from FAC leadership			95.0%	88.9%	94.4%	88.9%	90.5%	94.7%	95.2%	
My opinions are listened to by others during FAC meetings.	94.7%	100.0%	95.0%	78.9%	94.4%	88.9%	100.0%	100.0%	100.0%	
Overall, Boston Children's incorporates family voices into work throughout the organization			94.7%	73.7%	77.8%	88.9%	90.5%	94.7%	90.5%	
Overall, I am satisfied in my role as a FAC member.	78.9%	94.4%	90.0%	63.2%	94.4%	83.3%	90.5%	100.0%	90.5%	
Overall, my opinions are valued by others during FAC meetings.			95.0%	78.9%	88.9%	77.8%	90.0%	94.7%	100.0%	
The FAC and its priorities get the support they need from Boston Children's leadership			78.9%	88.9%	83.3%	94.4%	85.7%	94.7%	95.2%	
The FAC demonstrates commitment to diversity and inclusion. (Added 2020)				73.7%	94.4%	100.0%	100.0%	100.0%	100.0%	
The FAC is a well-known and well-respected organization within Boston Children's.	88.9%	93.8%	68.4%	66.7%	64.7%	72.2%	71.4%	89.5%	76.2%	

Color Scale	0-50	50-55	55-60	60-65	65-70	70-75	75-80	80-85	85-90	90-95	95-100
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100%

100%

100%

Color Scale	0-50	50-55	55-60	60-65	65-70	70-75	75-80	80-85	85-90	90-95	95-100
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Boston Children's

Where the world comes for answers



Where do you see opportunities for improvement?

1. Membership

- I would like to see us add some more diversity to the FAC with the next recruiting cycle. It's never going to be perfect but we need the FAC to better reflect and be more representative of the patient population at BCH.

2. Strategic Planning

- The FAC committee work is really a struggle for me. I'm not convinced we are accomplishing much or if there is a clear purpose. As a result, I'd ask if each FAC member really needs to be on a committee.
- Re-examine the FAC goals and taking on a FAC driven project.
- It would be good to take time this fall to expand our strategic goals and give us something new to achieve and strive for.
- How to get enterprise goals more integrated with family centered values.
- Personal experience & group wide projects, i.e. family rounds, etc.

3. FAC Brand/Reach/Impact:

- At times it can be frustrating to hear the front line staff do not follow hospital initiatives especially when they impact the patients and families.
- The "employees and departments" seem to value and directly implement our views and insights. Based on the marketing meeting, I'm not sure how valuable our input is to the "higher ups" - in theory I know it is but I also witnessed the CMO dismissing our ideas when it came to important messaging targeting families. It leaves me wondering the hospital-wide value placed (at all echelons) on our insights and feedback not only in theory but in practice. (Yes, that meeting really affected me.)

4. Committees/Engagement/Feedback:

- I would like to see us using Yammer even more than we do (but realize this is an ongoing challenge).
- There are still some committees better suited to have families than others. And we should continue to work toward even greater diversity of the FAC by more traditional measures.
- I am still somewhat confused about the committee process and how to contribute outside of the standing meetings.
- I wish we got more opportunities like the one I received to visit the SIM Lab and see how that works after we gave input to the mArk app. That was an amazing experience that opened my eyes to the level that BCH goes to be the best. I also wish, in general, that I was better able to share and use the things that I'm particularly an expert at in my professional life to the benefit of the FAC and BCH but I don't think I've been able to be as useful in those specific capacities because there haven't been a ton of opportunities but also because I'm not sure if it is a focus in terms of what people feel their strengths are and aligning that to where they contribute on specific efforts in a micro way.
- I think the new recruits are able now to join committees and we should find opportunities for them.
- I'd like to see more preparation for committees, more tracking of our accomplishments so that we can see the outcomes of our efforts in various ways - from the virtual forum, to committee work to FAC presenters...I want to know what happens after the come to see us at FAC meetings.
- Personally, I'm hoping to find more time to participate in more groups/experiences.
- More thought needs to be given to the timing of meeting of committees FAC members are asked to serve on.
- If we could have almost a running list of contact info for people who have come in to present to us. I have often had an experience I want to share with a previous presenter
- that I know would benefit from the feedback but have a hard time looking through past agendas in yammer for the name of the person.

PFAs shape goals

- Demonstrate to PFAs that you 'hear' them.
- Use themes in comments to identify opportunities.



5. Impact Reporting

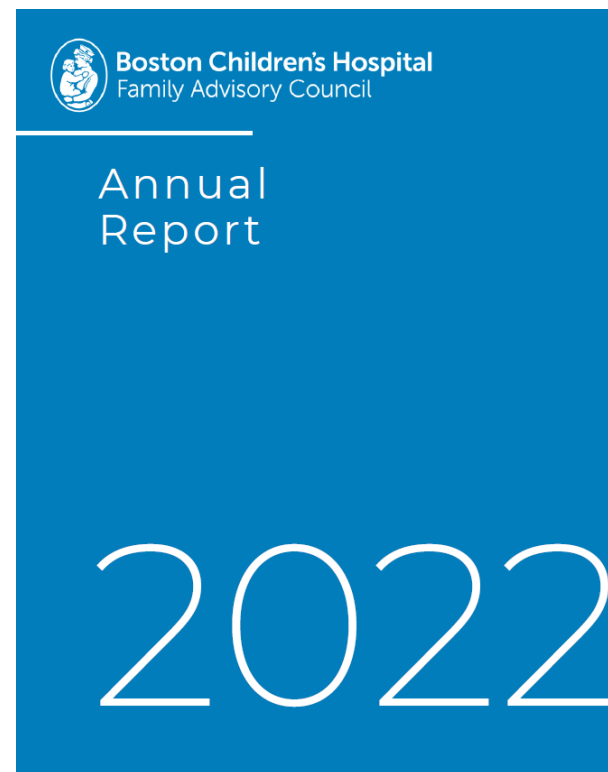


Communication with Hospital Executives & Key Stakeholders

We stay in touch regularly with Hospital leadership, key stakeholders and our workforce



Annual card sent directly to Hospital Executives, leaders and key stakeholders with encouragement to share with their teams



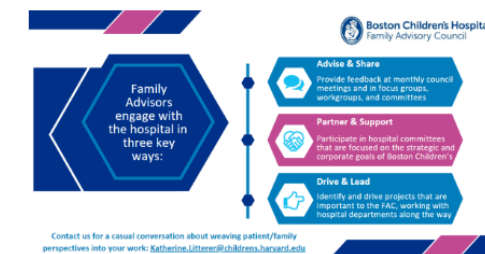
Annual report sent directly to Hospital Executives, leaders and key stakeholders. Posted to internal and external webpages

Family Advisory Council (FAC) Annual Report with a Special Thank You and Invitation

*From the Boston Children's Family Advisory Council:
A special THANK YOU and invitation to partner with us*

On behalf of the Boston Children's Hospital **Family Advisory Council (FAC)**, we would like thank you for all that you do for the patients and families seeking care here. Regardless of your role, you are a part of the patient and family experience and we appreciate you.

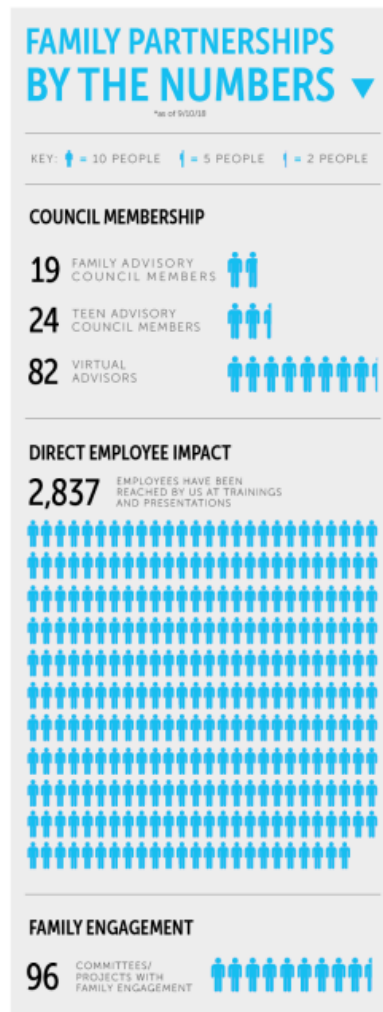
The Family Advisory Council (FAC) represents the voices of patients and caregivers of Boston Children's Hospital. Membership includes parents and caregivers, one adult patient, and staff members. If you're not familiar with us, here are a few quick facts about the Boston Children's Family Advisory Council.



We invite you to connect with us! There are many different ways to weave patient and family perspectives into your work. It's often easier than you think. Please consider a casual conversation to learn more about opportunities that fit your needs and your work.

Internal webpage post accessible by all members

Measure your success: Quantitative / qualitative



Impact story

Phlebotomy Visit Time Improvement Project

Average visit time
REDUCED by



Project overview

In early 2024, the main Phlebotomy clinic observed that **only 41% of patients** were completing lab appointments in under 20 minutes. Recognizing an opportunity for improvement, Laboratory medicine leadership partnered with the Boston Children's Enterprise Project Management Office (EPMO) to address this.



Partnership

The project team partnered with staff, patients and families. Their feedback validated the need to improve wait times and highlighted areas where communication and clinic processes could be improved. Patient/family insights were gathered through an E-Advisors survey, a live conversation with the Family Advisory Council and collaborating directly with a family advisor.



Results

As of September 2024, **77% of patients** are completing their visit in under 20 minutes. Key changes include a more efficient registration process, clear/concise staff roles and a new room management process. A new patient registration form was introduced based on family feedback, giving families the opportunity to share their child's individual needs.

"Partnering with FAC members made a huge impact on this project. Their honest feedback gave us a deeper understanding of patient needs and helped us make meaningful changes that directly improved the clinic experience."
— Enterprise Project Management Office

Partnership spotlight



Virtual Care

The Family Advisory Council provided feedback on recent Digital Health Project Mosaic changes and workflows during a June 2024 listening session, helping guide the Virtual Care team's priorities for improving patient and family experiences with the new Epic-based platform (e.g., eCheck-in).

Key insights from FAC members included:

- Confusion around the consent forms required before each visit
- Unclear communication regarding the visit modality
- Concerns that the eCheck-in process is too lengthy overall
- Concerns that the eCheck-in process includes questionnaires that are not relevant to virtual visits.

Thanks to feedback received from Family Advisory Council members, the team addressed eCheck-in as a top priority for post go-live optimization and has worked to improve each of the above insights in an effort to streamline the patient and family experience and make it as straightforward as possible.

Virtual Visits Team

"Family voices are essential to driving **meaningful change** at Boston Children's and should always be considered as we work to improve the patient and family experience. Our product team has gained a **deeper understanding** of how our technology and workflows affect patient and family experience by listening to those experiences, and we have also been able to work towards improvements that are truly **patient and family centered**."



Christina Brown
Director, Patient Virtual Care

Katie Finn
Product Manager

Sara Canoy
Product Associate



Boston Children's

Where the world comes for answers

Key takeaways

Build and maintain member driven PFACs

Align PFAC goals with organizational values and strategic priorities

Level-set every year to create a shared understanding of your PFAC purview, goals, accountability

Active listening ensures member-driven goals: Consider soliciting annual feedback from PFAs

Implement practices that create and support **accountability**

Impact reporting is part of your goal-setting cycle

Activities



Activity 1: Level-Setting Audit

Small group activity

Discussion: 8 minutes

- How would you describe the role of an advisor in your organization?
- What do you think your organization's leaders believe advisors do?
- Where might there be confusion, assumptions, or unmet expectations?
- Before your next strategic planning effort, what would benefit from additional level-setting?

Group Deliverable: 5-7 minutes

- Choose one spokesperson.
- Be prepared to share ONE area that would benefit from additional level-setting before your next goal-setting process.

Activity 2: Choosing the right goal

Purpose: Practice moving from many worthy ideas to one realistic strategic priority.

Scenario: Your PFAC completed a brainstorming session and identified five possible priorities:

- Improve PFAC diversity and representation
- Increase visibility of PFAC impact
- Strengthen advisor onboarding
- Improve communication with hospital leadership
- Expand advisor participation in quality improvement projects

Your PFAC/organizational realities:

- You have one staff lead
- Limited advisor capacity outside meetings
- No additional budget
- One year to show meaningful progress

Activity 2: Choosing the right goal

Discussion Questions: 8-9 minutes

- Which priority should be addressed first?
- Why is it the best strategic choice?
- How does it align with organizational priorities?
- What would success look like?
- What is one thing you would intentionally NOT pursue right now?

Deliverable: 5-7 minutes

- Share:
 - One priority
 - Why you chose it
 - One measure of success

Thank you

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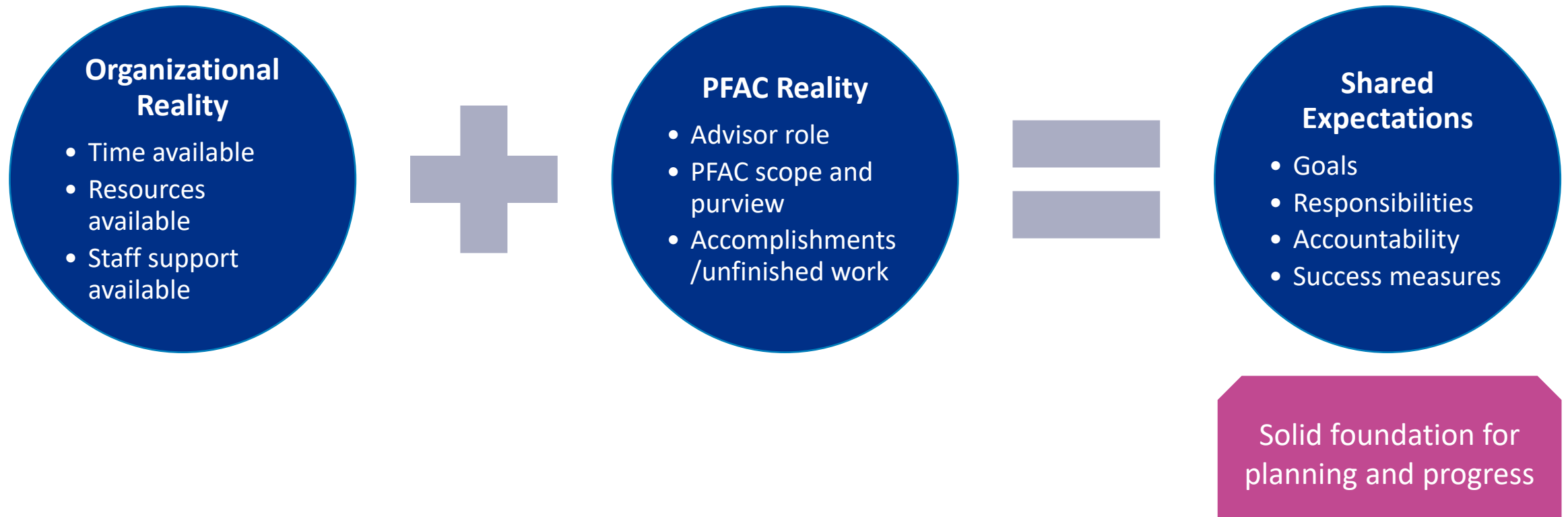
Katie Litterer
Program Manager, Family Partnerships
Office of Experience | Boston Children's Hospital



Appendix



What do we get from level-setting?



Annual level-setting questions

- What can we realistically accomplish?
- What is our role?
- What do we own?
- What's out of our control?
- What does success look like?

Process: Considerations help you to be realistic and prioritize work

Considerations:

What's possible and what's not possible within the system today?

PFAC member priorities • Maintain member-driven direction	Operational capacity • FAC members, FAC staff & leadership, key organizational partners	Is this within FAC purview? • Do we have authority/control over this work or are we dependent on others? • Does this work align with FAC mission?	Hospital current state • Organizational liability, staff capacity, budget, time constraints	Align with organizational goals • Alignment creates buy in and partnership: FAC and key stakeholders benefit
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Example: Review accomplishments (2023 FAC Historical Highlight Reel)



Annual PFAC Assessment Survey (completed by PFAs)

Boston Children's Hospital Family Advisory Council Assessment

As members of the FAC, your candid input is critically important to our continued success as well as to the improvement of both our operational processes and FAC member/BCH partner experiences. Please take some time to thoughtfully complete this survey to the best of your ability. We anticipate that the survey may take you anywhere from 10 - 15 minutes to complete.

As an annual practice, we will share the results of this survey with the FAC later this year and also address any specific actions taken in response to feedback received through this survey. We really appreciate your time in sharing your insights!

1. FAC, Boston Children's Hospital and me:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Don't Know
Overall, I am satisfied in my role as a FAC member.	☐	☐	☐	☐	☐	☐	☐
As a FAC member, I clearly understand the council's mission and priorities.	☐	☐	☐	☐	☐	☐	☐
The FAC membership includes a range of patient experiences, personal knowledge and diversity.	☐	☐	☐	☐	☐	☐	☐
The FAC and its priorities get the support they need from Boston Children's leadership	☐	☐	☐	☐	☐	☐	☐
Overall, Boston Children's incorporates family voices into work throughout the organization	☐	☐	☐	☐	☐	☐	☐
Family member perspectives are welcomed (and well-received) in the committees/workgroups that I have engaged with.	☐	☐	☐	☐	☐	☐	☐
The FAC is a well-known and well-respected organization within Boston Children's.	☐	☐	☐	☐	☐	☐	☐

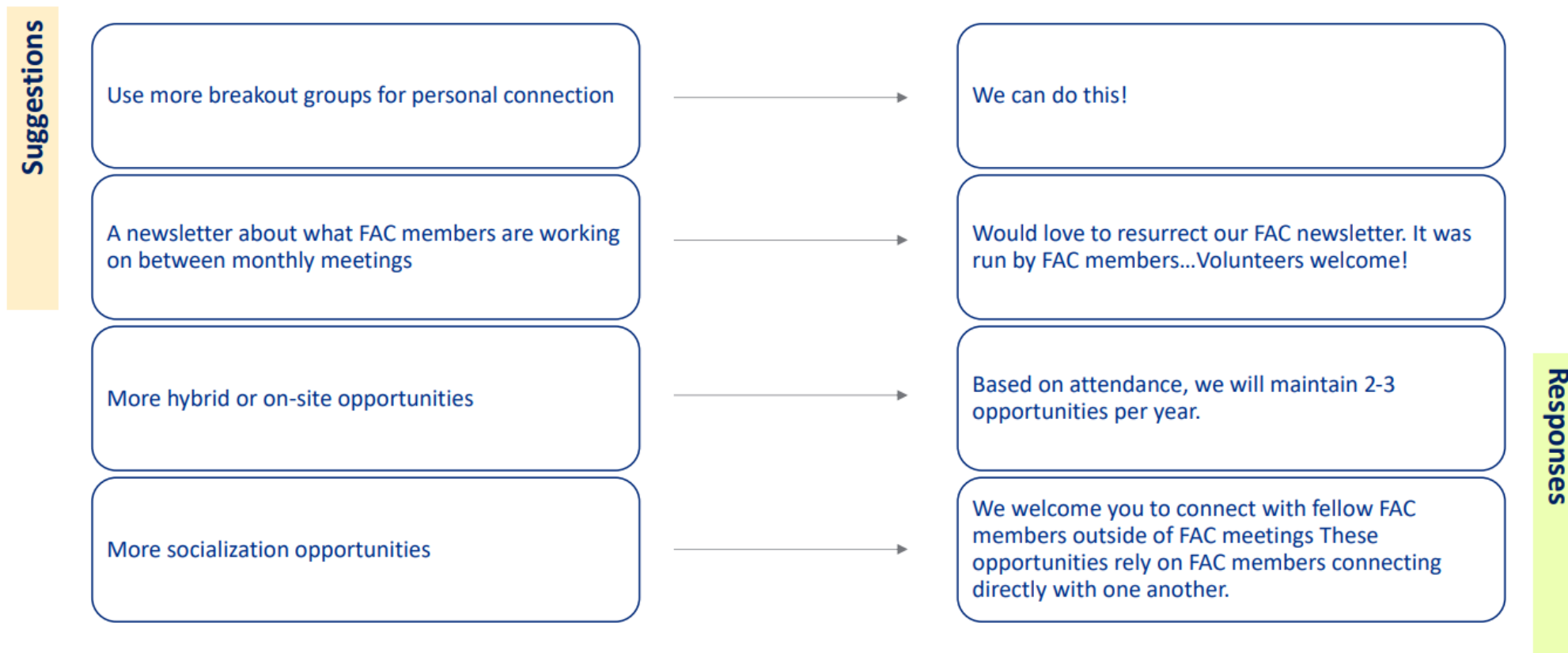
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Don't Know
FAC actions/member engagement in committees and work groups influences strategic decisions within Boston Children's.	☐	☐	☐	☐	☐	☐	☐
I am satisfied with the communication and materials I receive from FAC leadership	☐	☐	☐	☐	☐	☐	☐
Overall, FAC meetings are a valuable use of my time.	☐	☐	☐	☐	☐	☐	☐
In general, FAC meeting content is interesting to me.	☐	☐	☐	☐	☐	☐	☐
FAC presenters know their audience and come prepared to engage family voices.	☐	☐	☐	☐	☐	☐	☐
FAC presenters incorporate FAC perspectives into their work.	☐	☐	☐	☐	☐	☐	☐
FAC members receive adequate guidance/training in preparation for serving on new committees.	☐	☐	☐	☐	☐	☐	☐
I am comfortable asking questions and sharing my opinion during FAC meetings.	☐	☐	☐	☐	☐	☐	☐
My opinions are listened to by others during FAC meetings.	☐	☐	☐	☐	☐	☐	☐
Overall, my opinions are valued by others during FAC meetings.	☐	☐	☐	☐	☐	☐	☐
I am comfortable using Yammer.	☐	☐	☐	☐	☐	☐	☐
The FAC demonstrates commitment to diversity and inclusion. (Added 2020)	☐	☐	☐	☐	☐	☐	☐

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A	Don't Know
The FAC provides an inclusive and welcoming environment. (Added 2020)	☐	☐	☐	☐	☐	☐	☐
Additional Comments:							
2. Please share with us some points of pride about the FAC in general and the and the work that we do:							
3. Where do you see opportunities for improvement? (e.g., personal experience, engagement, strategic goals, improvement progress)							
4. Please share any thoughts, ideas or feedback you have for the Culture Club. The goal of this group is to provide opportunities to help you feel more engaged with other members of FAC. (Examples might include: timing of social events, types of social events, ideas for connecting with other members, or value of the Culture Club's attempts to engage you and other members to-date).							

Example: Demonstrate that you are listening

Family Advisor feedback/requests received through our annual assessment survey

Fostering FAC member connection/socialization



Example: Level-setting in action: Before and after brainstorming

Validate each idea by listening. Respond with kindness and clarity. See areas of opportunity and welcome action.

Opportunities: FAC Member Connections

"More time for board members to get to know each other."

"More socialization opportunities"

"I think we can keep trying new ideas and asking the group for what might help us feel more connected."



- Current offerings:
- WhatsApp
- Mentoring
- 2-3 hybrid meetings per year
- January meeting: Get to Know Me
- July meeting: FAC internal culture building meeting
- April/October meetings: Bite size internal culture building
- **New ideas welcome!**
- **Fall strategic planning session.**

"It would be great to make some sort of mentoring packet for mentors to assist with onboarding new members."



- **Would love some help with this!**
- We had materials in the past and put them aside because everyone did things their own ways, yet a recommended checklist sounds great.

Example: Sharing responsibility: What FAC members can do to help

Join the Internal Culture team:

All are welcome!

Join the FAC Newsletter team:

All are welcome!

Enter Your FAC Activities

All our self-recorded activities add up to show our FAC impact

Complete our surveys:
Your voices guide us

Share topics that you would like to see in the newsletter.

Volunteer Opportunities:
If you become aware of an opportunity (like the radio-a-thon), please let us know.

Example: Impact Reporting

Impact reporting can be a great recruitment tool:

[Boston Children's FAC Annual Report FY2025](#)

[E-Advisors Impact Report 2025](#)

[Boston Children's Hospital Family Advisory Council](#)

ANNUAL REPORT



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Boston Children's Hospital-Wide
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Extra slides



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Where the world comes for answers

