



## Highlights from the Field

### *Did you know...*

Every Proof Point Community (PPC) participated in the Family Partnership Community of Practice (CoP) that was offered from September 2024 to March 2025. Each PPC sent at least two participants to the meetings, and they met with their PPC backbone teams to complete activities between sessions. CoP sessions included a workshop on the practice of Narrative Medicine, exploration of the Family Voices framework for the Continuum of Engagement, creating co-creation definitions to ensure mutual understanding and collaboration on creating tangible resources (shared below!). PPCs honed their focus on family partnership for 2025 and were asked, “**What is your team most focused on right now regarding family partnership and what is one action you are taking to advance this strategy?**” Read on for each PPC’s reply.

#### Bay Area, CA

The Bay Area is focusing on the processes, infrastructure and workforce needed to uplift, support and empower family partnership in their movement. They are allocating dedicated funding for family engagement initiatives and creating paid positions for family leaders. They provide barrier removal resources like meeting spaces, technology and materials. They are also in the process of scheduling optional quarterly financial literacy classes for their Family Accountability Board (FAB).

#### Durham, NC

The Durham PPC is focused on the strategy of building caregivers’ early relational health (ERH) and social-emotional development (SED) understanding and confidence. Their goal is for parents and caregivers to actively participate in shaping pediatric primary care, build health literacy and engage in healthcare resource navigation. They are advancing this strategy by developing and scaling their Parent Education Suite (PES), which includes interactive learning sessions co-designed with the Parent Advisory Team (PAT). The focus is on developmental milestones, navigating pediatric care/communicating with providers and building leadership and advocacy skills for both clinic and community settings.

#### Los Angeles, CA

The Los Angeles PPC is focused on co-designing evaluation approaches with parent leaders to continue to improve their care model — and hear the impact of the care model directly from parents. They are also focused on exploring funding opportunities to sustain parent leadership. They are using monthly parent leader meetings to provide an overview of previous evaluation approaches and to co-design evaluation materials, including the parent listening session facilitator guides. They are also ensuring that parent leaders have access to all related materials and meeting notes. Sekani Harris, a parent leader, participates in all meetings regarding sustainability, including conversations with DHCS at the California state level.

#### Onondaga, NY

Onondaga is focused on several family partnership initiatives, including codifying their Parent Advisory Council (PAC) and launching parent-led storytelling. Their family leader Heather Bushnoe is co-leading monthly PAC meetings with another parent leader, and they are developing guiding documents for the PAC. These documents will be shared with the Family Advisory Council (FAC) at Upstate Pediatric & Adolescent Center (UPAC) and other parent-led groups to adopt as they see fit. They have also launched a social media group with the goal of creating a parent-led space for sharing resources, parent-created content and highlights of the ways parents can get involved with the community.

#### Pierce County, WA

Pierce County’s family partnership work is focused on co-created workflows and processes at the medical home and beyond. They are implementing via community-based family partnering. One key action they are taking is to host quarterly family nights and smaller ad hoc groups in between.

## 💡 Spotlight: Co-creation

With the PSP approach to family partnership already being a “golden nugget” of the initiative, this CoP aimed to further elevate PPCs’ family partnership efforts. The goal was a shift to true partnership that includes power-sharing and co-creation. With that in mind, participants worked with the Family Voices *Continuum of Engagement* and explored the differences between collaborating with families and co-creating. With some of those distinctions in mind, participants worked with their PPC backbone teams to co-create their own unique definitions of co-creation. Lifting common themes from those definitions, they then collaborated to finalize an overarching PSP definition of co-creation:

### Pediatrics Supporting Parents Co-creation Definition:

*Co-creation is the process of authentic partnering between professionals and those with lived experience, rooted in shared decision making and mutual respect, to advance a shared goal or outcome.*



Over the course of this CoP participants also worked with multiple tools, including a co-created overview of Key Strategies and Action Items which offers twelve approaches for improving family partnership in areas from laying the groundwork for culture shift to building capacity. It also includes specific actions PPCs can take to implement the key strategies. This document is linked on page 4 of the [Family Partnership CoP Session Overviews and Resources](#) — an overarching document that was compiled by the facilitators and includes all resources from the CoP. This document can be used to bring staff who were unable to attend the CoP up to speed and may also serve as a refresher for participants and a helpful reference for onboarding new staff.

## Resources

### *Family Partnership Resources*

While there are several links shared in the *Session Overviews and Resources* document noted above, here are a few additional resources curated by the Family Partnership CoP’s facilitation team:

- This article, [Meaningfully Engaging People with Lived Experience in Behavioral Health Reform: A Guide for States](#), from The Center for Health Care Strategies (CHCS) explores what engagement is and its meaningfulness, the importance of trust building, a framework for states’ engagement approach and considerations for meaningful engagement.
- The Institute for Patient- and Family-Centered Care (IPFCC) offers many [complimentary downloads](#) on the topic of family engagement and partnership.
- Family Voices has [resources](#) about family engagement on their website, including tip sheets, webinar recordings and briefs on best practices.

## Upcoming TA Opportunities

- **Communities of Practice (CoP)**
  - The next two **Sustainability CoP** sessions will focus on Promise Venture Studios’ (PVS) pitch-making bootcamp. PVS will give a preview of content at the May Governance Body meeting before the workshop kicks off on Tuesday, May 27 from 1:30–3:00 PM EDT (10:30 AM–12:00 PM PDT). Following the workshop, PPCs will meet one-on-one with a coach from PVS throughout the summer to develop and refine their pitch, then PPCs will practice their pitch during the August 26 session.
  - **Integrating Early Relational Health into Practice Workflow CoP** will meet starting in May on second Thursdays of the month from 3:00–4:00 PM EDT (12:00–1:00 PM PDT). May’s session will focus on pediatric resident training and other opportunities to engage new pediatricians in ERH. June’s session will center on ways in which pediatricians and other clinic staff engage with families during the well-child visit.
- **Family Voices Offerings**
  - **Office Hours:** Twice monthly office hours are being offered as an informal opportunity for teams to share their concerns, issues or questions. These virtual calls are on the first and third Thursdays of the month from 4:00–5:00 PM EDT (1:00 PM–2:00 PM PDT).
  - **Training Series:** The *Building a Case for Family Engagement* training series will launch June 4 and will meet on first Wednesdays through September from 1:00–2:30 PM EDT (10:00–11:30 AM PDT). In this series participants will learn how to effectively communicate the value of family engagement, develop a compelling case to inspire action, support and sustain family engagement, and gain tools and strategies to advocate for meaningful family partnerships.
- **Individualized Technical Assistance**
  - **Family Voices’** Family Engagement Consultant is scheduling monthly family engagement TA sessions for PPCs. Email Roseani Sanchez ([rsanchez@familyvoices.org](mailto:rsanchez@familyvoices.org)) to set up a time.
  - **ZERO TO THREE** is always available to provide TA upon request — please reach out to Sarah MacLaughlin ([smacLaughlin@zerotothree.org](mailto:smacLaughlin@zerotothree.org)) if you have specific needs.



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