

## FESAT in Action: Real-World Examples



### Plan

**What should we do?**

**A Title V program wanted to ensure meaningful engagement of diverse families in the Title V Needs Assessment.**

They used the Family Engagement Checklist in the FES Toolkit to identify supports that were already in place. They also identified ways to reach diverse families, such as:

- Provide stipends and transportation.
- Provide materials in multiple languages.
- Hold focus groups in multiple languages at familiar gathering places in the community.



### Assess

**How are we doing?**

**A Medicaid program created a family advisory group and used the FESAT to assess how well they were engaging families.**

Findings included:

- Families were involved in choosing goals.
- Families felt heard.
- Staff did not know whether and how they used family input.



### Improve

**How can we do better?**

**A children's hospital used the FESAT to improve family engagement in a 2-year patient safety initiative.**

Staff and families:

- Completed the FESAT and used the results as a baseline
- Identified an area for improvement: to improve communication and partnership skills among staff and families
- Partnered with a family-led organization for leadership workshops
- Completed the FESAT again, compared new results to the baseline. and saw improvement