



A CPQCC QUALITY IMPROVEMENT WEBINAR

From Our Family to Yours: Implementing the NICU Family Advisory Council Toolkit

Presented by the CPQCC Family Engagement Team
& The California NICU Family Advisory Council

Wednesday, September 23, 2026

Celebrating NICU Awareness Month

BEFORE WE BEGIN

Housekeeping



You're on mute

All attendees are muted throughout the session.



Q&A: Questions?

Qs during and As at the end.



We're recording

Recording and slides shared after.



Evaluation to follow

Short survey follows. CEUs available.

WHAT YOU WILL LEAVE WITH

Webinar Objectives

- 1 Understand the importance and impact of Family Advisory Councils in California NICUs
- 2 Navigate the Toolkit and find the sections that fit your stage
- 3 Apply at least one toolkit tool or template
- 4 Identify barriers and solutions to sustainable family engagement
- 5 Connect with CPQCC resources and learn more about our programs, such as the pilot program

OUR HOUR TOGETHER

Today's Agenda

- 1 Welcome, Housekeeping & Opening Remarks 8 min
- 2 The Case for Family Advisory Councils 13 min
- 3 Toolkit Walkthrough: Four Phases & Their Tools 22 min**
- 4 Toolkit in Action: Pilot Spotlight 5 min
- 5 Resources & Next Steps 5 min
- 6 Q&A & Closing 7 min

YOUR SPEAKERS TODAY

Meet Today's Speakers

PRESENTERS



Joanne Tillman
Family Engagement Coordinator



Malathi Balasundaram, MD
Neonatologist



Jadene Wong, MD
Neonatal Hospitalist

CALIFORNIA NICU FAC SPEAKERS



Angelina Castleberry
FAC Member



Ashley Omwando
FAC Member



N. Uche Uzegbu-McGhee
FAC Member

Who We Are & Why This Webinar, Why Now



CPQCC

- Statewide NICU quality improvement and equity since 1997
- Community and family engagement is a strategic priority
- Family leaders guiding our family-centered work
- Supported by the Lucile Packard Foundation for Children's Health



Why now

- September is NICU Awareness Month
- One year since the Toolkit published
- Hospitals asked for a step-by-step path

THE PEOPLE BEHIND THE TOOLKIT

Meet the California NICU Family Advisory Council

Family members reflecting California's diversity and bringing lived experience and wisdom from their NICU journeys (2025–2026 Council)



Ana Aragon



Silvia Bor



**Jennifer Boys
Smith**



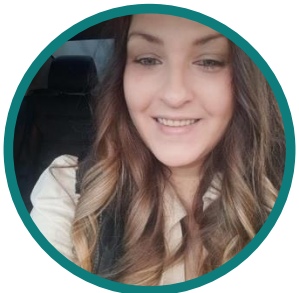
Ra'Niesha Bratton



**Angelina
Castleberry**



Nishan Degnarain



Jennifer Godfrey



Hailey Hibler



Summer McBride



Ashley Omwando



Kimberly Riddle



**N. Uche Uzegbu-
McGhee**

From every corner of California, united by one goal: equitable, family-centered care for every NICU baby and family.



OUR FAMILY'S STORY



“The FAC gave me more than a voice for my family; it gave me a platform to amplify the voices of other families, too.”

—Ashley Omwando, CPQCC California NICU FAC Member



3 x NICU Mom

Principles of Family-Centered Care



Family-centered care is working "with" families, rather than just doing "to" or "for" them.



Before You Collaborate, Ask Yourself

Do you:

- 1 Believe that family partners bring unique perspectives and expertise to the partnership and the work?
- 2 Create an environment in which family partners feel supported enough to speak openly and freely without judgment or consequence?
- 3 Listen respectfully to the opinions of partners?
- 4 Feel comfortable and prepared to hear something you don't agree with?

Approaching Family-Centered Care

Learning what clinicians may undervalue often holds the deepest meaning for families

Address, acknowledge, and dismantle the hierarchy between health care professionals and families in their spaces

Assign a mentor (healthcare professional / family partner) for family partners who may be new to the healthcare space so they can feel comfortable sharing their ideas one-on-one before bringing them to a larger group

Expanding Beyond the Toolkit

Utilize the toolkit as a launching point to learn the NICU family perspective and discover what inspires you

Value each family's story and encourage families when ready to share their experiences to help others

Pursue your interests

- Advocate for family-centered care
- Contribute to a family support organization
- Join or create an FAC/FPC

What You Told Us: Our Readiness Survey

88%

of responding units don't yet have a NICU-specific FAC

56%

name structure uncertainty and no identified champion as top barriers

89%

are open to piloting the Toolkit with implementation support



The takeaway: the barrier isn't leadership support (lowest-ranked, 19%) — it's knowing how. That's exactly what the Toolkit was built for, and exactly what this hour delivers.

SEGMENT 3: TOOLKIT WALKTHROUGH

Meet the NICU Family Advisory Council Toolkit



Published September 2025, by families and clinicians



13 ready-to-use tools and templates



Four phases that mirror how councils develop



Quick Start Guide, p. 27

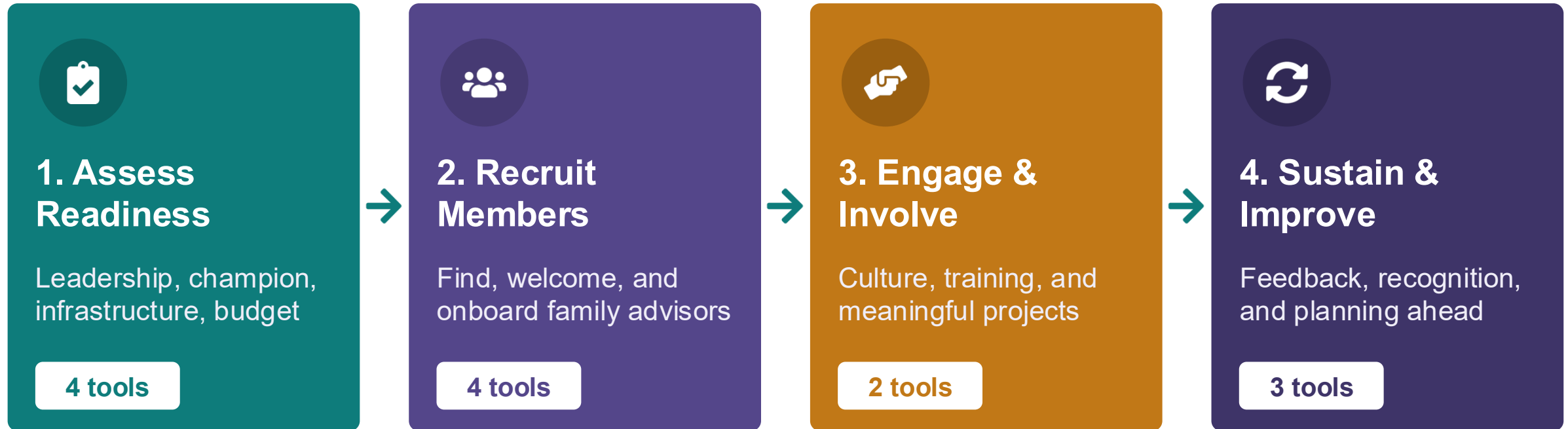


Free to download and adapt at cpqcc.org

Supported by the Lucile Packard Foundation for Children's Health

SEGMENT 3: TOOLKIT WALKTHROUGH

One Journey, Four Phases



For each phase: what it asks of your unit, then the tools that do the work.



Assess Readiness: What This Phase Asks of Your Unit

- Leadership support: buy-in that resources the council
- A champion on staff: with protected time
- Administrative infrastructure: logistics, time, space
- Staff readiness: attitudes and communication skills
- Budget: honoraria, childcare, transport, interpretation

FEATURED TOOLS — NEXT SLIDE

Toolkit Section 1, pp. 10–13

Readiness Checklist · p. 40

Budget Template · p. 44

Assess Readiness — Straight from the Toolkit



Tools & Templates

FAC READINESS ASSESSMENT CHECKLIST

CPQCC created this scoring system to help you identify potential resources in your unit. However, it is optional as most centers have successfully implemented an FAC and collaborated with families without relying upon a scoring system.

Check all that apply for your hospital's NICU. Each check = 1 point. Review the score at the end.

LEADERSHIP SUPPORT

- ☐ Executive leadership endorsement
- ☐ Department head buy-in
- ☐ Budget allocation
- ☐ Staff time commitment
- ☐ Clear reporting structure

INFRASTRUCTURE

- ☐ Dedicated meeting space
- ☐ Administrative support
- ☐ Technology for virtual meetings
- ☐ Document storage system
- ☐ Communication channels

STAFFING & RESOURCES

- ☐ FAC coordinator identified
- ☐ Staff liaison designated
- ☐ Clinical team representatives
- ☐ Training resources available
- ☐ Volunteer services support

Scoring Guide

13-15 items checked: Ready to proceed
 8-12 items checked: Some preparation needed
 0-7 items checked: Significant groundwork required

NICU Family Advisory Council Toolkit 40

Tools & Templates

FAC BUDGET PLANNING TEMPLATE

ANNUAL BUDGET WORKSHEET

CPQCC created this worksheet to help you allocate funds if your FAC is supported by a large grant. Please customize the worksheet to fit your specific needs and resources.

MEMBER SUPPORT

Category	Annual Estimate	Notes
Member Honorariums	\$	Quarterly/annual payments
Special Project Compensation	\$	Additional involvement
Leadership Role Stipends	\$	For chair/co-chair positions
Training Participation	\$	For required courses/sessions

MEETING SUPPORT SERVICES

Category	Annual Estimate	Notes
Childcare Services	\$	During meetings/events
Transportation Support	\$	Parking/transit/mileage
Meal Provisions	\$	For extended meetings
Interpretation Services	\$	As needed for meetings

OPERATIONAL EXPENSES

Category	Annual Estimate	Notes
Meeting Materials	\$	Supplies/printing
Technology Resources	\$	Virtual meeting platforms
Professional Development	\$	Training/conferences
Administrative Support	\$	Coordination time

BUDGET JUSTIFICATION GUIDE

Member Compensation Calculation:

- Regular meetings: (# of members × hourly rate × hours per meeting × # of meetings)
- Special projects: (Estimated hours × project rate)
- Leadership roles: (Additional responsibility compensation)

Support Services Estimation:

- Childcare: (Average rate × hours needed × # of meetings)
- Transportation: (Average cost per member × # of meetings)
- Meals: (Per person cost × # of attendees × # of meetings)

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Also in Section 1: Interpretation Services & Technology Support Guide (p. 46) and the LPFCH Fact Sheet (p. 41).



Take it & use it: Score your unit with the Readiness Checklist this week — it takes ten minutes and tells you exactly where to focus first.

Recruit Members: What This Phase Asks of Your Unit



- Know your community — recruit across experiences, race, gender, and languages
- Set parameters — about one year post-discharge, flexible
- Recruit through many channels — surveys, events, nominations
- Application and interview — structured and sensitive
- Onboard well — overview, compliance, and training

FEATURED TOOLS — NEXT SLIDE

Toolkit Section 2, pp. 14–17

Recruitment Flyer · p. 48

Member Application Form ·
p. 50

Interview Guide · p. 52

Recruit Members — Straight from the Toolkit



Tools & Templates

NICU FAC RECRUITMENT FLYER (ENGLISH)

NICU Family Advisory Council Toolkit

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Tools & Templates

NICU FAC MEMBER APPLICATION FORM

NICU Family Advisory Council Toolkit

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Tools & Templates

NICU FAC INTERVIEW GUIDE & QUESTIONS

NICU Family Advisory Council Toolkit

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Also: Feedback Survey About FAC (p. 56)



Engage & Involve: What This Phase Asks of Your Unit

- Build an inclusive culture — every voice heard
- Match strengths to projects
- Invest in education — QI basics and advocacy training
- Manage projects visibly — owners and milestones
- Celebrate milestones — keep momentum alive

FEATURED TOOLS — NEXT SLIDE

Toolkit Section 3, pp. 18–21

NICU FAC Standard Meeting Agenda · p. 58

Member Connection & Priority Setting Activity · p. 59

Engage & Involve — Straight from the Toolkit



NICU FAC STANDARD MEETING AGENDA

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5:30–5:45

Welcome & Check-In

New members · member spotlight · objectives

5:45–6:15

Main Topic Discussion

Presenter, topic, goals & discussion questions

6:15–6:45

Project Updates

Project A · Project B · new proposals

6:45–7:00

Wrap Up

Action items · next meeting · announcements

A proven structure — ready to fill in for your unit

p. 58

MEMBER CONNECTION & PRIORITY SETTING ACTIVITY

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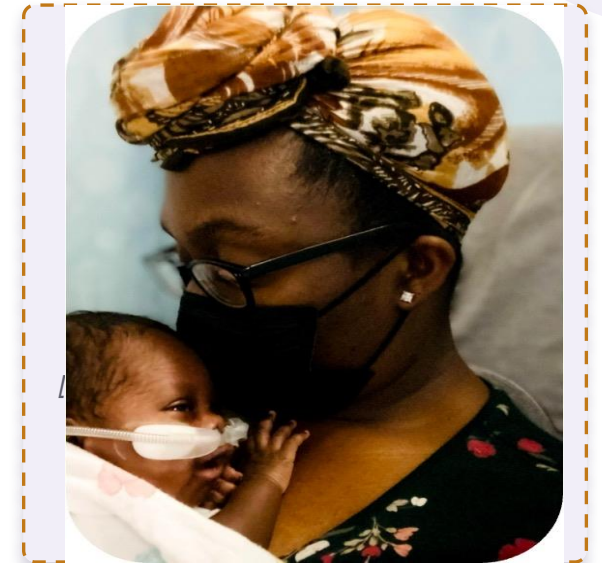
A structured 60-minute exercise for new councils:

- Opening 10 min
- Story Circles 15 min
- Strength Mapping 15 min
- Priority Setting 15 min
- Closing 5 min



Leave with relationships and a real project list

p. 59



Section 3 pairs culture-building with QI, trauma-informed care, and advocacy training (pp. 18–21).



Sustain & Improve: What This Phase Asks

- Recognize contributions — honoraria treat time as expertise
- Support flexible involvement — prevent burnout
- Collect and act on feedback — adjust visibly
- Anticipate attrition — plan succession
- Plan the future — evaluate and set next-year goals

FEATURED TOOLS — NEXT SLIDE

Toolkit Section 4, pp. 22–24

FAC Feedback Survey Package · p. 62

FAC Impact Measurement Scorecard ·
p. 66

Sustain, Evaluate & Improve — Straight from the Toolkit



Tools & Templates

NICU FAC FEEDBACK SURVEY PACKAGE

FAC MEMBER EXPERIENCE SURVEY
(To be administered annually to all FAC members.)

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Please rate your agreement with the following statements.
(1=Strongly Disagree, 5=Strongly Agree)

MEETING EFFECTIVENESS

- ___ Meetings are well organized
- ___ Meeting time is used effectively
- ___ My input is valued and respected
- ___ Communication between meetings is adequate
- ___ Meeting frequency is appropriate

PERSONAL IMPACT

- ___ I feel I am making a meaningful contribution
- ___ The time commitment is manageable
- ___ I have received adequate training/support
- ___ I understand my role and responsibilities
- ___ I feel connected to other FAC members

COUNCIL EFFECTIVENESS

- ___ The FAC has clear goals and objectives
- ___ Projects and initiatives are well managed
- ___ The FAC is making a positive impact
- ___ Hospital leadership is responsive to FAC input
- ___ The FAC represents a variety of family perspectives

OPEN-ENDED QUESTIONS

1. What has been most rewarding about your FAC participation?
2. What challenges have you experienced as an FAC member?
3. What suggestions do you have for improving the FAC?
4. What topics/projects would you like to see addressed?

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Tools & Templates

FAC IMPACT MEASUREMENT SCORECARD

FAMILY ENGAGEMENT METRICS

MEETING PARTICIPATION

- ___ % Meeting attendance rate (Target: >80%)
- ___ Number of active members (Target: 12-15)
- ___ % Member retention rate (Target: >75%)
- ___ Communication between meetings is adequate
- ___ Meeting frequency is appropriate

FAMILY INPUT

- ___ Number of family suggestions submitted
- ___ Number of suggestions implemented
- ___ Family satisfaction with FAC (1-5 scale, with 1=least satisfied and 5=highly satisfied)

PROJECT IMPACT

PROJECT IMPLEMENTATION

- ___ Number of projects initiated
- ___ Number of projects completed
- ___ Average project completion time (in months)

QUALITY IMPROVEMENTS

- ___ Number of policy changes influenced
- ___ Number of process improvements
- ___ % Staff adoption rate of changes

HOSPITAL INTEGRATION

STAFF ENGAGEMENT

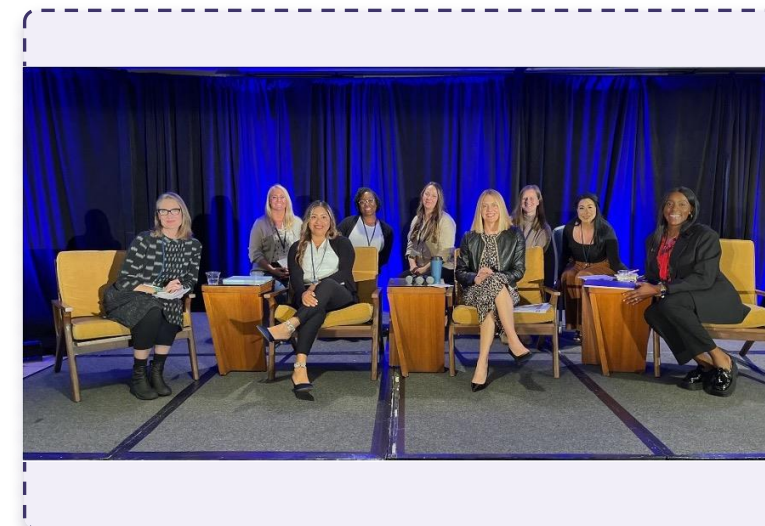
- ___ Number of staff presentations to FAC
- ___ Number of departments engaged
- ___ Staff satisfaction with FAC input (1-5 scale, with 1=least satisfied and 5=highly satisfied)

RESOURCE UTILIZATION

- ___ % of Allocated budget used
- ___ Volunteer hours contributed
- ___ Staff support hours

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Also in Section 4: Project Impact Survey (p. 68) for a quick pulse after each major FAC initiative.

Start Where You Are — Grow As You Can

A simple start

- Quarterly gatherings, coffee and conversation
- Ask families for input on one project
- One staff champion, one consistent point of contact



A structured council

- Monthly meetings, charter and bylaws, defined roles
- Multiple projects with tracked milestones
- Formal evaluation, honoraria, and succession planning

You don't need everything perfect to start.

Pilot Spotlight: Loma Linda

How the pilot works

- Six months of hands-on CPQCC support
- Two experienced CPQCC FAC members as peer supports
- Monthly consultation calls plus an in-person site visit
- Guided through the same four phases

Where Loma Linda is today

- Two tracks: a weekly support group, and a new formal FAC
- First family applications in; onboarding underway
- Working toward a formal Council launch by December 2026
- First NICU family reunion set for November 8

Everything Lives in One Place



Download the Toolkit

All 13 tools, free at cpqcc.org



Quick Start Guide (p. 27)

Essential steps to begin today



Resource Library (p. 29)

IPFCC, FCC Taskforce, AHRQ, LPFCH, VON, March of Dimes



Stay connected

info@cpqcc.org · [@CPQCC](https://twitter.com/CPQCC)



Your Next Steps...What you can do now!

1

Download the Toolkit

Have it open before you leave this webinar.

2

Take the Readiness Assessment

Ten minutes, p. 40.

3

Identify your champion

One person with protected time.

4

Talk to us about piloting

Reply to the follow-up email.

89% of surveyed units said they'd pilot with support. If that's you — we're ready when you are.



SEGMENT 6

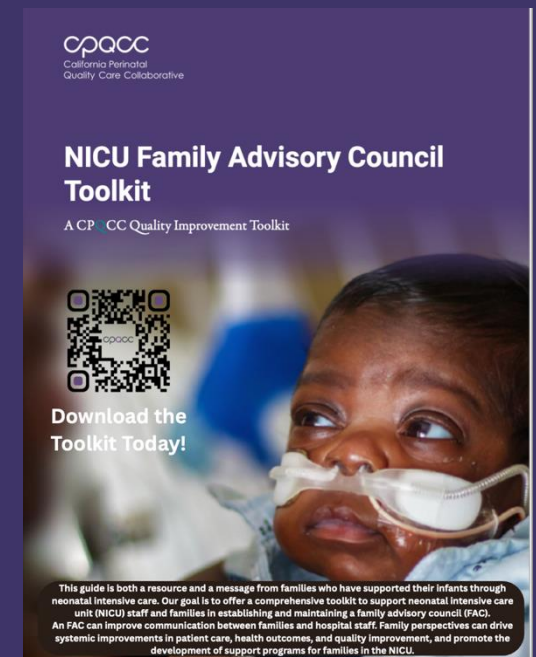
Questions & Answers

Use the Q&A panel. Our FAC members and clinical partners are here to answer.

***From our family to yours,
Thank you!***

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