**Engage**
Engage families in multiple levels of involvement, such as family advisory committees, parent mentors, family navigators, self management facilitators, and direct participants on QI teams and in related QI activities.

**Provide**
Provide 24/7 access to knowledgeable and trusted clinicians while building reliable relationships through a single point of contact for, and frequent touches with, families. This includes check-in and previsit calls, and accompanying families to specialty visits.

**Build**
Build and monitor a culture of family-centered care among all staff through ongoing activities such as family-led staff orientation and in-service education.

**Create**
Create shared plans of care with active family involvement and family-derived goals that extend beyond medical treatment and short-term outcomes, and include action steps that guide family participation in goal attainment.

**Collect**
Continuously monitor families’ experience of care through surveys, focus groups, and individual interviews. Use this information to further improve care.

**Develop**
Develop access plans with individually relevant contingency guidance developed with, and understood by, families.

**Follow-up**
Use ED visit follow-up calls to ascertain how families make a decision to use the ED and how to improve alternative access options.

**Question**
Always question how families can become more engaged in service improvements and how care can become more truly family-centered.

**Support**
Provide tangible supports to families who are participating on QI teams such as stipends, child care, and transportation.

**Encourage**
Provide staff support to families assuming QI and family advisory roles to foster their confidence and comfort as team members and to provide answers to questions and clarification about their roles.