

Family Experience Program Checklist

Improving Caregiver Support Communication

Program Scope

Offers family caregiver support at intake	☐ Yes	☐ Ad-Hoc	☐ No
Provides family caregiver support during active care	☐ Yes	☐ Ad-Hoc	☐ No
Provides support post-discharge or bereavement	☐ Yes	☐ Ad-Hoc	☐ No
Resources are personalized to stage of care	☐ Yes	☐ Ad-Hoc	☐ No

Communication Modalities

Proactive calls (timed check-ins)	☐ Yes	☐ Ad-Hoc	☐ No
Two-way conversational SMS	☐ Yes	☐ Ad-Hoc	☐ No
One-way notification SMS	☐ Yes	☐ Ad-Hoc	☐ No
Email	☐ Yes	☐ Ad-Hoc	☐ No
Portal	☐ Yes	☐ Ad-Hoc	☐ No

Cards	☐ Yes	☐ Ad-Hoc	☐ No
Mailers	☐ Yes	☐ Ad-Hoc	☐ No

Real-Time Feedback

Gathers real-time feedback (beyond CAHPS)	☐ Yes	☐ Ad-Hoc	☐ No
Gathers feedback at discharge or bereavement	☐ Yes	☐ Ad-Hoc	☐ No
Shares positive feedback with care team	☐ Yes	☐ Ad-Hoc	☐ No
Shares positive feedback with referral sources	☐ Yes	☐ Ad-Hoc	☐ No
Uses negative feedback to improve	☐ Yes	☐ Ad-Hoc	☐ No
Encourgaes online feedback (e.g. Google)	☐ Yes	☐ Ad-Hoc	☐ No

Family Experience Insights

CAHPS survey score meets or exceeds benchmark	☐ Yes	☐ Ad-Hoc	☐ No
CAHPS survey response rate meets benchmark	☐ Yes	☐ Ad-Hoc	☐ No
Tracks communication responses	☐ Yes	☐ Ad-Hoc	☐ No

Tracks most-utlized service offerings	☐ Yes	☐ Ad-Hoc	☐ No
---------------------------------------	------------------------------	---------------------------------	-----------------------------

Summary:

This checklist is designed to evaluate the comprehensiveness of a Family Experience Program. By reviewing the Program Scope, Communication Modalities, Real-Time Feedback Mechanisms, and Family Experience insights, healthcare organizations can identify strengths and opportunities for improvement to enhance the overall family experiences.