



FAMILY ADVISORY BOARD 2011 ANNUAL REPORT

In 2011 the Family Advisory Board (FAB) promoted the voice of families in initiatives throughout the organization to enhance the mission and vision of Children's Mercy Hospitals and Clinics. The viewpoint of FAB was repeatedly sought after by multiple departments and staff. The members of FAB were able to offer their unique perspectives as recipients of the services offered by Children's Mercy.

In order to improve the quality of the healthcare environment, FAB members provided multiple educational opportunities for both staff and families. To support the Service Excellence initiative which states that every interaction with a patient, family member, or co-worker should be extraordinary every time, FAB members shared personal stories about their experiences at Children's Mercy. These video clips were an integral part of the Service Excellence training that every employee participated in this year.

Additional education for staff was provided through a Lunch 'n Learn entitled "The Power of Partnership: Enriching the Patient- and Family-Centered Experience". A Friend of FAB presented the story of her family during Diversity Grand Rounds "For the Care and Consideration of our Patients with Special Needs and their Families". For the fifth year FAB hosted a luncheon for the new residents during their first week at Children's Mercy. FAB members and Friends of FAB shared their family's experiences and emphasized the importance of patient- and family-centered care. Three FAB members served as Family Educators in the Family as Faculty Resident Education program and welcomed residents into their homes to enlighten them about raising a child with medically complex issues.

In an effort to provide consistent information to all patients and families, FAB collaborated with staff to create a Room Orientation video that continuously plays on the inpatient televisions. FAB developed the ideas for the content of the video to ensure that the hospital shares the same information about the room and available resources to all families that are admitted to the hospital. The starring roles of the video included FAB members and children and grandchildren of FAB. Members of El Consejo de Familias Latinas/Hispanas were cast in the Spanish version of the Room Orientation video. Additionally FAB members participated in the annual Grandparents & Relative Caregiver's Conference.

FAB members promoted the voice of families on several facility projects in 2011. Several members attended the ceiling lift vendor fair to offer their feedback on the equipment being considered for purchase. The facility design team consulted with members regarding the layout and design of a restroom to accommodate the special needs of some of our patients and families. Over the course of several meetings, FAB members were also provided tours of the hospital, the newly opened clinics on Broadway, and the Ronald McDonald House.

The value of FAB's perspective was evidenced by the number of departments and individuals that requested feedback from the Family Advisory Board. Over the course of the year, FAB members shared their opinions about healing and support programs that should be offered in the new chapel, ways to organize and enhance the Children's Mercy website, and how to use technology for teens in the Cardiology Transplant program.

Staff provided information to FAB on several projects during the year. The quality and safety reports included details on the status and implementation of the medication bar coding process and the family activated rapid response team. Radiology explained their new "image gently" program which ensures that each child receives the minimal amount of radiation necessary for testing and tracks the cumulative amount of radiation for each child. Policy reviews included the new Parental Presence policy and the updated Patient Rights, Responsibilities, and Rules.

The 2011 presentations also included family-centered care initiatives in the Intensive Care Nursery, the opening of the Elizabeth J. Ferrell Fetal Health Center, and new menu options for inpatients including gluten-free items. Administration provided Project Clinic Access updates on a monthly basis, and Child Life demonstrated the many uses of iPADS for patients including distraction therapy, education, and entertainment.

In addition to the contributions that FAB members made within Children's Mercy, they were also actively involved in the community. In an effort to support the good works of the Ronald McDonald House Charities, members donated items requested on their wish list. Individual members also contributed their time and talents to many other organizations including Alex's Lemonade Stand, American Cancer Society, Boy Scouts of America, Braden's HOPE for Childhood Cancer, Children's Center for the Visually Impaired, Juvenile Diabetes Research Foundation, Leukemia and Lymphoma Society, Muscular Dystrophy Association, Pediatric Brain Tumor Foundation, and Ronald McDonald House Charities.

The Family Advisory Board continues to partner with the staff of Children's Mercy to create a patient- and family-centered environment that is focused on the unique needs of children and their families. We look forward to working together on many projects and initiatives in 2012.