

FAMILY ADVISORY BOARD 2005 ANNUAL REPORT

In 2005 the Family Advisory Board of Children's Mercy Hospitals and Clinics continued to grow within and outside of the hospital community. Three new family members and two staff positions were added, a physician, Dr. Jay Portnoy and the Senior Director of Quality Improvement, Carol Kemper. Guidelines were developed, proposed and voted in. Our CEO, Dr. Randall O'Donnell, came to the Annual Meeting to speak on the status of the hospital in general and to answer questions from the Board.

The FAB has continued to provide insight to staff about the value of Family Centered Care through delivery of the "Winning Communication" video produced last year. Fourteen presentations have been made to various departments in 2005, comprising 333 staff in attendance. This presentation has been expanded to a one-hour presentation for the benefit of those employees wanting CEU credits. To date, six parents have been trained to present this program and it has been shown in its expanded form twice.

The FAB was also involved in the presentation of the July Grand Rounds at which about 100 staff attended. This panel discussion moderated by Dr. Portnoy addressed the family's experience while a child is ill or hospitalized. After meeting with Chief Residents, a plan was developed for the FAB to provide a dinner to network with the residents. Although this has yet to be implemented, the process is in the works.

Similarly, FAB members have been visible in outreach outside the hospital setting. The FAB Parent Chair attended and spoke at the opening conference of the Joint Commission Hospital Review in February. Four FAB members, including three staff, presented a poster on the Family Advisory Board at the National Family Centered Care Conference in San Francisco in February. Linda Taloney, Patient Advocate Manager and FAB member, and Ginnie Miller, FAB chair, presented at the Child Health Corporation of America Conference in San Diego in June. In October, a FAB member attended a Palliative Care Conference in St. Louis. Dr. Karen Cox and then former chair Ginnie Miller presented a breakout session at the IHI (Institute for Healthcare Improvement) Conference in December. This national exposure highlighted how Children's Mercy Hospital has embraced families as active members of the family-centered care approach to healthcare.

Within the hospital, FAB board members continue to provide input as well. Volunteers continue to be active members on quality improvement teams such as "Transition to Adult Care" and the "New Beginnings" task force. "New Beginnings" is an orientation program for parents whose child has been newly diagnosed with a chronic or life-limiting illness. FAB members also participated in a round table discussion with insurance representatives. Additionally, in 2005, members have been added as family representatives to the Social Work and Community Services department meeting and the PACCT teams.

Awareness of the value of the FAB within the hospital has also grown this year with staff attending board meetings to seek input from family members on a variety of issues. Gail Eckerd requested feedback regarding the Cerner Transformation Scheduling team proposals. Angie Knackstedt requested input on a “learning needs assessment” which evaluates the education families receive and/or need during hospitalization. FAB members reviewed the Social Work Guidelines proposed by Alice Kitchen. Liz Edmundson requested input on Venipuncture Competencies. Staff from PACCT (Jill Linn), Same Day Surgery (Lynette Burrows), Food Service (Tiffany Wells), ER (Dr. Laura Fitzmaurice) and ICN (Dr. Linda Gratny) all spoke at FAB meetings asking for feedback on proposed changes, handouts, or proposals. All reported the value in the recommendations and first-hand input provided by families directly involved in receiving their services.

In summary, the FAB continues to afford Children’s Mercy Hospital the opportunity to get immediate and real feedback from the consumers, and the FAB continues to try to be honest and diligent in doing so.