

## **FAMILY ADVISORY BOARD 2009 ANNUAL REPORT**

In 2009, the Family Advisory Board (FAB) of Children's Mercy Hospitals and Clinics continued to partner with the hospital staff to broaden the scope of family-centered care throughout the institution. Significant accomplishments were made in both the outpatient and inpatient areas. In addition, educational programs were implemented to highlight the importance of staff collaborating with patients and families.

A joint project between the FAB, the Teen Advisory Board, and El Consejo de Familias Latinas/Hispanas to create a Family Message video was the highlight of the year! This video became part of the curriculum for New Employee Orientation. Pamela Williams, Director of Organizational Development, said, "Each message will touch the hearts of new employees, and will be instrumental in helping new employees understand the importance of their role in providing family-centered care." After viewing the video, Dr. Randall O'Donnell, President and Chief Executive Officer, shared with staff, "Recently, our Family Advisory Board gave us a marvelous gift—a video they created to express their point of view about what we do and how well we do it."

FAB played an instrumental role in several quality improvement projects throughout the hospital and clinics. In the outpatient clinics, FAB consulted on a change in the patient reminder calls, reminder letters, and appointment scheduling scripts. The goal of these initiatives was to decrease missed appointments and impart important information to families. The Family Notebooks given to every family upon admission were reformatted to include questions in both English and Spanish to empower families to communicate with the health care team.

In recognizing the importance of sharing information with families, FAB was consulted by the committee reviewing the Informed Consent Process. Additionally, in response to a suggestion from FAB, magnets listing the Nurse Advice Line and other important hospital phone numbers were created and distributed to families. The English and Spanish versions of the New Journeys Handbooks created by FAB continue to be shared with new families.

FAB members participated in several educational events during 2009. Families provided their unique perspectives on panels during two Grand Rounds, "What is Family-Centered Care...Let's Ask Our Families" and "Procedural Sensitization and What We Can Do To Prevent It". For the third year, FAB hosted a luncheon for the new residents during which eight members shared their family's experiences and emphasized the importance of family-centered care. Medical Home Focus Groups were attended by 18 FAB members who gave insightful information about caring for children with special health care needs.

FAB members also played an important role in family-centered care education outside CMH. Three FAB members participated in the NICHQ (National Initiative for Children's Healthcare Quality) conference held in Dallas, Texas. They hosted the orientation reception for Family Leaders and presented a session entitled "Beyond the Buzzwords: Putting Family-Centered Care into Action". They also presented two storyboards, "Using the Family Experiences as part of the Multi-Method Tracer to Evaluate Organizational Performance and Patient Safety" and "El Consejo de Familias Hispanas/Latinas – Parents' Spanish Voices in Hospital Equity Improvement". The Institute For Family-Centered Care Conference in Philadelphia, Pennsylvania was attended by 4 FAB members. A poster presentation entitled "Families as

Staff: Moving Beyond Family Councils” was exhibited. In addition to attending the annual Teen Conference in Independence, Missouri, two FAB members served on the planning committee and facilitated a networking session for parents.

The value of feedback from FAB members is evident by the multitude of staff seeking input from this board. With the outbreak of H1N1, FAB was consulted on the new restricted visitation policy. The Vice President of Facilities Management brought a team of architects to discuss the plans for the new inpatient East Tower project. Staff nurses solicited feedback on their new Pain Information Books for families. Cafeteria management asked for opinions and ideas on new menu items for room service.

A focus of 2009 was the list of goals and dreams compiled by FAB members. These goals and dreams were explored and prioritized before being shared with hospital staff. To set the foundation for 2010, FAB members were asked to define two core concepts of family-centered care, dignity and respect. These definitions will be incorporated into the planning and delivery of care to help the health care team listen to and honor patient and family perspectives and choices.

As full-time parents on staff, FAB members Sheryl Chadwick and DeeJo Miller, serve as a liaison between CMH staff and FAB. This partnership between staff and families has further advanced the practice of family-centered care and created additional opportunities for the members of FAB to impact the policies and procedures throughout the institution.

Many individual accomplishments were recognized in 2009. FAB member, Ansara Piebenga, was honored as a Volunteer of the Month, and Deidre Peterman was featured in “Nursing News”. Carolyn Pritchett helped organize the Grandparents & Relative Caregiver’s Conference and hosted a book drive benefitting Children’s Mercy. Jamie Bolen’s family was featured in the Hearts and Hands video for the annual fundraiser, Red Hot Nights, benefitting the cardiology operating room. DeeJo Miller’s family chaired the Holiday Hero campaign benefitting the CMH Cancer Center. Kelly Ranallo, Chris Rathmann, and Mechelle Smokorowski completed the Parents Offering Parent Support (POPS) training to become mentors for other parents facing a new diagnosis.

While celebrating our successes, the Family Advisory Board looks to the future with anticipation of successful partnerships and collaboration on projects between health care providers, patients, and families.