

## **FAMILY ADVISORY BOARD 2006 ANNUAL REPORT**

In 2006 the Family Advisory Board (FAB) continued its growth both within and outside the Children's Mercy Hospital community. Guidelines were developed, proposed and voted on concerning a variety of issues. Dr. Randall O'Donnell, President & CEO, spoke at the Annual Meeting on the status of the hospital in general and answered questions from FAB members.

The Family Advisory Board continued to offer help, suggestions, and insight on issues concerning family-centered care. We feel that the Children's Mercy Hospital is one of the best facilities designed for the care of children. However, we strive to make it better.

One of the major issues covered this year by the FAB was the Rapid Response Team. The board reviewed and made suggestions on the Rapid Response Team flyer given to parents upon admittance. Currently the team is called by a staff member, but the FAB recommended that families also be allowed to call the team.

The FAB has installed bulletin boards in the waiting areas on all floors. The bulletin boards contain information that address educational issues, local and national organizations specific to the needs of the patients on each floor, and also contain information on the Family Advisory Board, the Ronald McDonald Family Room, the Kreamer Family Resource Center, as well as the Bear Book. The boards are being maintained by Ginnie Miller, former Family Advisory Board Chairperson and current Family Centered Care Coordinator.

The New Beginnings program, designed to offer support to parents of children newly diagnosed with chronic or life-limiting conditions, has started. The program offers parents a support group (POPS, Parents Offering Parent Support), a handbook, and classroom instruction on how to cope with this new phase of their life. Ginnie Miller, as Family Centered Care Coordinator, will be directing the New Beginnings program.

The FAB was involved in developing hand washing fans, shaped like "stop" signs, which are given to patients and families so they can remind staff and visitors to wash their hands before they make contact. It is hoped these fans will reduce the number of infections within the hospital and encourage communication between the patients and families and the staff.

The FAB's "Winning Communication" video has been incorporated into the Venipuncture training module for all nurses. The video is designed to show staff the importance and power of open communication between the children, parents and staff.

The FAB has been involved in the review of the Admissions web-based pre-registration, and the purchase of books and magazines for the outpatient clinics. The FAB has also recommended that all staff badges be color-coded so the patients and families can more easily recognize the position of the staff members.

In closing, the Family Advisory Board continues to offer the staff of Children's Mercy Hospital & Clinics a way to get feedback from parents whose children are long-term users of the hospital and clinics. It is our hope that through open communication and a focus on family-centered care, we can continue to offer our children world-class care and support.