

FAMILY ADVISORY BOARD 2004 ANNUAL REPORT

2004 was a year of growth and increased visibility of the Family Advisory Board at Children's Mercy Hospitals and Clinics. Established in January of 2003, the first year was busy soliciting input from families, responding to immediate concerns and deciding the best ways to move forward with our goals.

We were asked for feedback on proposed changes to the Visitation policy. Among parent concerns was the frustration of having visitors frequently request, "How can I help?" or, on occasion, acting inappropriately while a child was hospitalized. A Visitor Tip Card was created to be available at Security Check points. Parents report a positive response to these cards.

Another concern raised by family members was the difficulty some parents had in communicating with hospital staff. It was decided to address this as a priority, and a committee was formed to look into ways helpful communication could be addressed. A video was produced with the assistance of Jenny Benz from CMH Community Relations Department, using a parent interview format. The completed video focuses on positive examples of CMH staff interaction with parents. Over 100 staff attended a workshop on Winning Communication at which a Parent Panel and the Video were presented.

A number of parents had questions about Hospital billing procedures and policies. Two representatives from the Billing Department, Patty Madson and Kristie Michiels, attended the March 2004 meeting to hear parent concerns and answer questions. Their presentation was informative but also gave the hospital data about actual parent problems which occur on an ongoing basis. After five months, these representatives returned to a FAB meeting to report on changes based on FAB input.

An information page about the activities of the FAB was placed in the "Bear Book," the notebook in each inpatient room used as a resource for families.

A "Book Drive" was held in October 2004 to assist the Child Life Department maintain both the quality and quantity of books available in waiting rooms and clinics. As part of this, \$3,300 was raised in a Golf Tournament sponsored by AD Jacobson, a Lenexa contractor. Over 8,000 books were collected, labeled and distributed, and additional books were purchased from Scholastic Books.

Two members were invited to be Parent Representatives on a QI Committee looking at the transition of adult patients out of the system. They reported back to FAB regularly. More recently, two additional members were invited to help review policy on infectious disease. Members from the Security, Education, and Infectious Diseases have attended meetings to request Family input. A member attended a preliminary meeting with Cerner to provide patient input on the electronic medical record. We hope to continue to provide a family's voice when the hospital needs it.

A Poster Presentation describing our goals and successes was presented to the NACHRI Annual conference in October 2004, and was awarded a Top Poster Award out of over 40 entries. The Poster will also be shown at the Institute for Family Centered Care Conference in February, 2005.

We are uniformly grateful for the resources and staff support provided to us by the Hospital Administration. We are even more pleased that we have found the Administration to be attentive to our suggestions.