

## **FAMILY ADVISORY BOARD 2010 ANNUAL REPORT**

In 2010 the Family Advisory Board (FAB) of Children's Mercy Hospitals and Clinics provided the patient and family perspective on hospital projects, programs, and policy development. The three main areas of focus for this year were developing tools for patients and families, providing education to staff, and giving input on a variety of new initiatives.

FAB partnered with the Quality and Safety Department to create a tool to educate families about their child's medications. A family friendly MAR called My Child's Daily Medication List was designed to facilitate communication between families and staff regarding medication administration. This tool is now distributed to all inpatient families on a daily basis.

Collaborating with the PICU nursing staff, FAB developed PICU Sibling Visitation Tip Cards to be shared with families. These tips will assist families in staying connected with each other during their PICU stay. FAB members worked with the CMH Web Developers to redesign the FAB logo and update the webpage to add helpful information for families. Updates were made to the New Journeys handbooks. Since their inception, over 1500 English copies and 300 Spanish copies have been distributed to families. The Nurse Advice Line magnets created by FAB are now available in both English and Spanish.

FAB members participated in several educational opportunities within Children's Mercy. Three members, Laura Chisholm, Nancy Truitt, and Natalie Gibbs, were trained to be Family Educators in the Family as Faculty Resident Education program. They first met with their assigned residents in the spring. The Family Educators later hosted the residents in their homes to allow the residents to get a glimpse into what it is like to have a child with complex medical needs. For the fourth year FAB hosted a luncheon for the new residents during their first week at Children's Mercy. Thirteen members shared their family's experiences and emphasized the importance of family-centered care.

FAB members also played an important role in family-centered care education outside CMH. Together with El Consejo de Familias Latinas/Hispanas, FAB members and their children comprised a panel for the UMKC Medical Students and discussed the family perspective of healthcare. Two FAB members participated in the NICHQ (National Initiative for Children's Healthcare Quality) conference held in Atlanta, Georgia. Sheryl Chadwick and DeeJo Miller co-presented "Without a Tracer...Your Hospital May Fail to See Risks Lurking Within the System" with members of the Quality and Safety Department. Additionally, Sheryl and DeeJo presented "Family Leaders: Our Equal Place at the Table". Patient Advocate Linda Taloney and Sheryl Chadwick conducted a path to patient-centered care NRC Picker Webinar entitled "Involving Patients and Families in Health Care".

Staff sought input from FAB on a variety of projects throughout the year. The Director of Engineering reported how input from FAB members will be incorporated into the design of the new East Tower. Additionally, the Director of Facilities and Design solicited feedback regarding the new parent beds. FAB reviewed the new Family Presence policy as well as the allergy vs. adverse reaction care card. Follow-up on FAB's goals and dreams were presented regarding establishment of a Guest Services program, the status of patient flow initiatives, and the development of a patient portal.

FAB members celebrated many individual accomplishments in 2010. Kelly Ranallo was instrumental in establishing the Turner Syndrome Clinic for girls living in the Midwest. Natalie Gibbs worked with Cheri Hunt, Vice President/Chief Nursing Officer to identify the needs and order assistive devices for our inpatients. Natalie and her family were also featured on Jerry Lewis' national MDA telethon. Paige Walsh's family chaired the Holiday Hero campaign benefitting the CMH Cancer Center, and John and Karla Laffoon hosted a fundraiser for CMH at the Frontier Steak House. Carolyn Pritchett helped organize the Grandparents & Relative Caregiver's Conference and hosted a book drive benefitting Children's Mercy. Many other members collected magazines and books for the inpatient units and outpatient clinics.

As we review our accomplishments, the Family Advisory Board looks to the future with anticipation of successful partnerships and collaboration on projects between patients, families, and our health care providers.