

FAMILY ADVISORY BOARD 2008 ANNUAL REPORT

In 2008 the Family Advisory Board of Children's Mercy Hospitals and Clinics continued to increase its involvement and visibility throughout the entire hospital. The membership grew to 21 families who represent six counties in the greater Kansas City metro area. Together, these families and their children have experience with nearly every outpatient and inpatient service.

In February, two additional FAB members, Sheryl Chadwick and DeeJo Miller, were hired as Family Centered Care Coordinators. These additional staff positions have created more opportunities to engage the Family Advisory Board members in projects throughout the hospital.

The Consejo de Familias Latinas/Hispanas de Children's Mercy Hospital started meeting in March 2008. Ginnie Miller, Dr. John Cowden and social worker, Elizabeth Hernandez were instrumental in starting this group representing Spanish speaking families. Ansara Piebenga serves as the liaison between the FAB and the Consejo. Children's Mercy joins a select few hospitals nationwide in supporting a family council for their Spanish speaking families.

Four Family Advisory Board Members, Megan Zarger, Kendra Howard, DeeJo Miller and Ginnie Miller, attended the NICHQ conference in March. DeeJo and Ginnie are now serving on a Family Leaders Advisory Panel planning for family involvement at the 2009 conference.

FAB members participated in three educational events during 2008. In July, the FAB hosted a luncheon for the new residents during which seven members shared their family's experiences and emphasized the importance of family centered care. In November, four FAB members and their children composed a forum for a UMKC Medical School lecture for over 100 second year students. In December, eight Family Advisory Board members and one Teen Advisory Board member attended a breakfast with the Nurse Professional Excellence Council and shared information about the FAB and family centered care. The feedback received stated that FAB "helps to remind us of the real reason we all became nurses and love to work at CMHC."

Several of the FAB members played integral roles in planning conferences in the community for families. Ginnie Miller worked with Child Life to plan the second annual Teen Conference in July. Four FAB members attended with their teenagers. Carolyn Pritchett was a leader in organizing a Grandparent's Conference in September. In October, Sheryl Chadwick and DeeJo Miller assisted with the planning of the Life After Treatment conference together with representatives from Turning Point and the Leukemia and Lymphoma Society.

FAB members, Mechelle Smokorowski and Jamie Bolen, began reporting about the Congenital Heart Defects Family Association (CHDFA) at the monthly FAB meetings. The CHDFA brings comfort and support to area families affected by congenital heart defects.

During 2008, over 800 "New Journeys" handbooks were distributed to families throughout the hospital. The Spanish version of the "New Journeys" handbook, "Nuevos Caminos", was printed and given to over 135 families.

The FAB members contributed their personal stories to be included in Rachel's Time Capsule. The primary focus of this project was to record healthcare of children in the early part of the 21st century as told through the perspectives of the children, their parents, and siblings.

In response to feedback from families requesting a way to document their questions, the FAB created a Family Notebook. A spiral bound notebook is distributed to every inpatient family upon admission. FAB members feel that these notebooks will encourage communication between families and their healthcare providers.

The FAB was instrumental in working with Security on the implementation of orange wristbands for parents of children who are inpatient. Parents are given an orange wristband when their child is admitted which allows them to pass through security throughout their child's stay.

The value of feedback from FAB members is evident by the multitude of staff seeking input from this board. Barbara Mueth from Community Relations requested feedback regarding CarePages. Nurse Managers, Laura Shroyer and Susan Widener, talked about the 6 Henson project, TCAB (Transforming Care At the Bedside), and asked for comments from family members. Dr. Chris Walsh-Kelly from Quality Improvement presented a draft document about CT Scans and Radiation Risk for FAB to review. Nancy Neilan from GI Research introduced her new project concerning parental consent for GI procedures. Corliss Panis from Radiology solicited feedback regarding her department's procedures. Heather Dixon from Admissions asked families what they thought she should include in her training module for new Access Representatives.

Throughout the year, the FAB received updates from a variety of departments. Brenda Boots from the Sedation Team reported the results of the study about lidocaine during catheterization. Gail Echerd and Ron Hoyler presented the new juvenile diabetes software program being used in the Endocrine Clinic. Patient Advocate Manager, Linda Taloney, reviewed the NRC Picker Survey results. Dr. Bradley Warady talked about communication with physicians, and Anne Gunn gave information about the process to obtain medical records at CMHC. Ginny Boos educated FAB members about the quality initiative of performing patient and family experience tracers.

In looking to the future, Family Advisory Board members created a list of their goals and dreams for Children's Mercy Hospitals and Clinics. With the support of hospital administration and staff, FAB will use these dreams to continue to incorporate family centered care into the heart of Children's Mercy Hospitals and Clinics in 2009 and beyond.