

## **FAMILY ADVISORY BOARD 2007 ANNUAL REPORT**

In 2007, Children's Mercy Hospitals and Clinics saw a growing appreciation for Family Centered Care. A threefold Family Centered Care Assessment was undertaken by staff, leadership and FAB members to help evaluate where we see ourselves now and to help develop a plan for future growth.

Patients and families are seen more and more as integral to policy and process developments. Specifically, six families were involved in the Ambulatory Access Committees. FAB members also participated in the IFFCC Family Care Self-Assessment. Two family members were added to the new Visitation Review Committee. More recently, four families composed a forum for a UMKC Med School lecture for about 100 second year students. Additionally, FAB provided valuable input for improvements to the PICU, Development and Behavioral Sciences waiting room issues, Wayfinding, Rapid Response Team fliers, family centered rounds, Intensive Care Nursery, the Million Reasons Campaign. FAB members were asked to comment on the Coordination of Care grant proposal from Social Work, Emergency Preparedness procedures, Asthma Action plans, promoting the Ronald McDonald Family Room, enhancing the Inpatient Admission Packet, selection of NCR Picker, and supporting hand hygiene policies.

Parents participated in six "Winning Communications" staff presentations with over 140 staff attending. FAB and TAB members assisted with the Teen Forum developed by the Child Life Department.

The FAB has taken on an increased responsibility in acting as the "Umbrella" for other family groups in and outside of the hospital. We have a representative from PACCT on the board, and are adding reps from the Congenital Heart Disease Families Association (CHDFA) which meets at Mercy. We are looking into helping establish a Hispanic Family Advisory Council, the leader of which would also become a FAB member. The new half-time Family Centered Care Assistant position has been approved. Family Information Boards have been installed and are maintained in all inpatient units, 14 outpatient clinics, as well as the Ronald McDonald Room and House. A FAB volunteer, Teresa Jones, was selected as Children's Mercy 2006 Volunteer of the Year.

There has also been outreach outside of the hospital. Two members sat on a panel for NICHQ last March, and six members presented at the IFFCC conference in July. A FAB member and TAB member presented at the Center for Practical Bioethics Conference in April.

The POPS program is growing, with a larger scale campaign to promote it this winter. In this program, parent volunteers are trained to provide emotional support to parents of a child with a new diagnosis. About 20 parents have applied and interviewed to be

mentors. The training manual is complete, and small group training will begin in January. However, we have already “popped” a number of parents together, specifically ones whose mentors are already on staff. To date, over 300 of the “New Journey’s” handbooks have been distributed to great appreciation by patients and families.

In 2007 the Family Advisory Board continued its growth with new members and an additional staff position. We are energized to continue this good service with more “Family as Faculty” opportunities, and an increase in family participation in areas we have not yet reached. We are honored to be invited to advise the leadership and staff and look forward to another great year in 2008.