

2012 ANNUAL REPORT

The Family Advisory Board (FAB) made significant contributions to the enhancement of patient- and family-centered care throughout Children's Mercy Hospitals and Clinics in 2012. FAB collaborated on the development of the Patient and Family Centered Care Administrative Policy which outlines the principles of patient- and family-centered care and creates additional opportunities for parents and caregivers to volunteer as Patient/Family Advisors (PFA's). In addition to serving as PFA's, FAB members participated on hospital committees, provided education to staff, and served as consultants on many taskforces and projects.

When the Elizabeth Ann Hall Patient Tower opened in July, input from FAB was seen in the layout and design of the patient rooms. Suggestions from FAB led to the addition of parent rooms on most inpatient units and additional amenities for families in the patient rooms. Ceiling lifts were installed in some patient rooms and adaptable equipment was purchased to promote safety, dignity and respect for our patients. Improvements to accessible parking spots were a direct result of feedback from families. FAB members provided guidance on several committees that impact the experiences of families including guest services, first impressions, and environmental rounds.

Children's Mercy joined the Ohio Children's Hospitals Solutions for Patient Safety collaborative in an effort to reduce hospital acquired conditions. FAB members became the first PFA's serving on these ten committees ensuring that the voice of the patients and families are represented on the multi-disciplinary Quality Improvement teams. Additionally, FAB members participated as PFA's on the Discharge Process Leadership taskforce and the Cross Continuum of Care committee.

During the Magnet Site Visit Community Meeting, several FAB members met with appraisers to speak about the integrated relationships between Children's Mercy and various community resources. Other opportunities for information sharing included a discussion about the surgery consent practice and a consultation with a Quality Improvement Program Manager regarding the security check-in process. Feedback was also requested about the hospital's new healthy food commitment "Fill Better, Feel Better", design of the new website, and Resource Development's Grateful Family/Employee recognition brochure.

The addition of a Parent to Parent Manager and the formation of the Family Staff Advisory Council enhanced the family centered care efforts in the Intensive Care Nursery (ICN). FAB members supported Children's Mercy and the ICN by creating a team for the March of Dimes March for Babies walk and attending the ribbon cutting for the March of Dimes NICU Family Support® Bright Space® for Siblings.

Families played an integral role in the patient- and family-centered care education for staff through presentations, parent panels, and videos. The perspective of the family was shared by FAB members during multiple presentations to different disciplines including physicians, students, Social Workers, PICU staff, and Respiratory Therapists. Additional Service Excellence video clips were filmed to be used for employee education.

FAB was instrumental in the development and roll-out of the Family Activated Rapid Response Team. Members collaborated with staff on the creation of posters instructing families when and how to activate the Rapid Response Team. An educational video for staff and families featuring a FAB member and his child follows the Room Tour video on the inpatient televisions.

Throughout 2012, Project Clinic Access remained a priority for the Family Advisory Board. As process improvements were achieved, FAB chose to focus on the expansion of transition to adult care projects. Members participated in a three day transition event that included roundtable discussions, presentations, and a day-long conference. In 2013 FAB plans to play an integral role in the creation of a formalized transition program that aligns with the Children's Mercy mission, vision, and strategic goals.