

THE CHILDREN'S HOSPITAL OF SAN ANTONIO FAMILY ADVISORY BOARD

Annual Report 2016-2017

The Children's Hospital of San Antonio
Family Advisory Board Established: 2015

Staff FAB Co-Chair: Kim Stephens, Child Life Supervisor
Contact E-mail and Phone: kim.stephens@christushealth.org ,
210.704.2534

Parent FAB Co-Chair: Debra "DD" Belair
Contact E-mail and Phone: ddbair@gvtc.com,
210.422.9588

Summary: This report outlines the activities, impact, and accomplishments of The Children's Hospital of San Antonio Family Advisory Board (FAB). It describes the highlights of the overall patient and family engagement activities that have taken place at the hospital over the past year.

Our purpose:

- To work together with the staff of The Children's Hospital of San Antonio to promote Patient and Family-Centered care;
- To collaborate with staff to improve the quality of care provided to children and their families in both inpatient and outpatient facilities;
- To improve patient and family satisfaction;
- To assure an attractive environment designed in keeping with the principles of patient and family-centered care that is responsive to the needs of children and their families;
- To offer input to The Children's Hospital of San Antonio leadership in planning and evaluating services, programs, policies and new or remodeled facilities;
- To promote a positive relationship between the hospital and the community;
- To contribute to the education of present and future health care providers.

Who we are:

Co-Chairs:

Staff: Kim Stephens, Child Life Supervisor

Parent: DD Belair

Family Advisors:

Robbie Bridges

Mica Carawan

Terri Edlund

Rose Gonzalez

Itza Pantoja-Matos

Erika Mulsow

Bardo Perez

Anissa Reagor

Vicky Sendejo

Karen Smith

Administrative and Staff Advisors:

Elias Neujahr, President

Rhonda Thompson, Chief Nursing Officer

Dana Rohman, Associate Chief Nursing Officer

Clint Kotal, Vice President of Ambulatory Services

David Mier, Chief Financial Officer

Sarah Denniston, MD

Rebecca Huston, MD

Matei Petrescu, MD

Paul Von Gruenigen, Patient Advocate

Vickie Squires, Child Life Director

Recruitment & Selection:

FAB members are recruited through communications to Children's Hospital staff, patients, families and the community. Applications are accepted year round and candidates are screened and interviewed by the FAB Co-Chairs and Nominating Committee. Once candidates are screened, members are selected based on factors such as; capacity to listen, sharing of thoughts and opinions on health care experiences, offering different points of view and their representation of the San Antonio and South Central Texas community at large.

Between July 2016 and the end of June 2017, FAB received 15 referrals from staff and/or direct inquiries from parents. All interested families received a phone call from one of the FAB co-chairs providing more information. Of these potential applicants, 4 requested applications and attended a meeting to learn more about FAB and completed the entire process to become a new FAB member.

FAB Community Representation:

The FAB is comprised of 11 current parents, 6 administrators, and 3 physicians and 2 health care team members. The membership is reflective of the hospital's service community and spans across the continuum to include inpatient and outpatient populations. Members have experiences in pediatric inpatient and outpatient medical/surgical, NICU, PICU, Pediatric Emergency and pediatric ambulatory specialty practices.

Family Advisor Volunteer Time:

The estimated value of volunteer time for 2016 is \$24.16 per hour*. Our FAB Parents participated in approximately 500 volunteer hours since May 2016.

$$\begin{aligned} & \mathbf{500 \text{ hours} \times \$24.16=} \\ & \mathbf{\$12,080.00} \end{aligned}$$

- *Independent Sector; The value of Volunteer time 2016*

New Member Orientation: FAB achieves and maintains success by ensuring each new recruit is oriented to the Children's Hospital of San Antonio's history, mission, values, and structure. The FAB co-chairs are responsible to welcome and provide orientation for new FAB members in collaboration with volunteer services. Orientation contains a review of the FAB's Charter and an overview of the hospital's culture including the core concepts of patient-and-family-centered care. Each member is oriented to their role and responsibilities which includes attendance, providing constructive feedback, and adhering to confidentiality standards. Potential new members are provided with an explanation of the roles, responsibilities and commitment involved in becoming a family advisor.

FAB Meetings for FY 2017:

FAB meetings were held the third Tuesday of each month from 6-8pm. A typical meeting includes a welcome and reflection, an update by hospital administration, FAB family meal report, committee reports and any presentations for feedback followed by discussion. Topics align with the hospital's operating goals, and are generated by administrators, health care team members, and providers who request time at FAB meetings to gather advisor feedback. Areas of focus include new hospital initiatives, research projects, educational materials, marketing materials, policies, patient and family support protocols, communication strategies, and other initiatives.

Meeting dates for FY 2017:

August 16, 2016
September 27, 2016
October 18, 2016
November 29, 2016
December 2016-no meeting
January 17, 2017
February 21, 2017
March 21, 2017
April 18, 2017
May 16, 2017
June 2017-no meeting

Care Opportunities:

- **FAB Family Meal:** meal served 1st Tuesday of the month. The FAB hosted 10 Family Meals this fiscal year. We had 589 family members attend and 24 associates volunteer to help.
- **Care Partner Rounding:** monthly before FAB Meal. The FAB began rounding in September of 2016. We had 28 opportunities to round, visiting with 118 caregivers.

Projects

- **Better Together Campaign & Pledge:** educational materials distributed at FAB hosted events and during care partner rounding.
- **Health Journey Binders:** distributed at FAB hosted events
- **FAB Flyers:** distributed to inpatient units & outpatient clinics
- **Walkabouts:** CHOFSA & Westover Hills Pediatric Emergency Room
- **Personal stories & Podcasts:** 2 podcasts have been recorded and are available for use
- **FAB Seal:** Created and began use on printed materials reviewed or created by FAB
- **FAB Introductory Letter:** Letter created to send to new prospective FAB members
- **FAB Interview Record:** Form created to document initial interview with prospective FAB candidates than can be reviewed by nominating committee.
- **FAB Charter:** FAB Charter was reviewed and updated
- **Pepsi Co Grant Submission:** Submitted grant application to support funding of FAB Family Meals and other FAB hosted events

Additionally FAB advised on:

- Signage and wayfinding at Children's Hospital main campus
- Child Life special events planning and holiday schedule preferred by patients and families
- Potential creation of Comfort Carts to distribute personal hygiene and comfort items on inpatient units

- Identified Strengths & Opportunities for Growth at Children's Hospital of San Antonio Ease and Challenges of navigating registration and use of Patient Portal

Events:

Family Advisors participated in:

- *IPFCC* Conference & Hospital tour – 2 Advisors were presenters at conference panel presentation
- Halloween Parade
- Santa's workshop
- Heritage event
- NICU open house breakfast on NICU Move in day
- Celebration of Life Remembrance Service
- Patient and Family Centered Care Fair

FY 2018 Goals:

- Continue to host a monthly FAB Family Meal for inpatient families
- Continue recruitment of new FAB members
- Participate in the PFCC "Better Together" campaign to include monthly FAB rounding of inpatient units
- Continue to develop and share family stories as a way to educate physicians and associates
- Develop webpage for Family Advisory Board on CHOFSA Website
- Expand Care Partner Rounding to all inpatient units in Children's Hospital of San Antonio
- Create Comfort Carts and distribute items during Care Partner Rounding

The members of the Family Advisory Board are poised to partner with Children's Hospital of San Antonio to transform children's lives and redefine pediatric medicine in 2017-18. We are grateful to the Hospital Leadership for their ongoing support and commitment to partnering with patients and families to improve the quality and safety of care for patients.