

## FAMILY ADVISORY COUNCIL IMPACT REPORT

### Kravis Children's Hospital at Mount Sinai September 2015– June 2016

The Family Advisory Council (FAC) is a community-based group of families and former pediatric patients who interface and collaborate with leadership and interdisciplinary staff including physicians, social work, nursing and child life. The Council's mission is to ensure the delivery of the highest standard of comprehensive and compassionate health care within the Kravis Children's Hospital.

The Family Advisory Council was involved in several substantive projects and activities during the calendar year from September 2015 through June of 2016. This report will elaborate upon the actions, activities and projects completed this year.

#### **FIRST ANNUAL NYS SOLUTIONS FOR PATIENT SAFETY FAMILY ENGAGEMENT SYMPOSIUM**



Christine Low, Diane Rode, and Cheryl Strauss worked as part of the steering committee with staff from eight hospitals within NYS to plan the first Family Engagement Conference for the Solutions for Patient Safety (SPS) Network. The conference aim was to increase Family Engagement across the NYS SPS network. The Kravis Family Advisory Council assisted in deciding the conference focus and format. In addition five parent advisors joined Kravis staff and leadership at the conference. Parent advisor, Sarah Piel, presented with Christine Low in a breakout session

around successfully recruiting parent advisors and sustaining Family Advisory Councils. Parent advisor Candace Brito was selected to sit on the conference wrap up panel to share her experiences as a parent advisor at Kravis. Feedback from the conference was overwhelmingly positive from parent advisors and hospital staff from across the state.

#### **Current FAC members**

##### **Parent advisors**

Candace Brito  
Sarah Piel  
Peggy Morales  
Angela Donadelle  
Andrea Johnston  
Jo Murray  
Tracy Ehrlich  
Louise Maniscalco  
Brigitte Bazel

##### **Staff**

Christine Low, LCSW  
Cheryl Strauss, CCLS  
Emily Kropp, RN  
Alefiyah Malbari, MD  
Chuck Ennis, RN  
Abigail Carey, MD  
Sarah Brunner, MD  
Meredith Seergy, RN

## **FAC PARTNERS WITH KRAVIS PARENTING CENTER**

Leadership from the Kravis Parenting Center sought out the FAC parent advisors for strategic planning for the newly formed center. To help prioritize projects and activities within the center, Wellspring consultants ran a focus group seeking their perspective on parent's healthcare needs. The consultants followed up with key staff to continue the dialogue before reporting back to Parenting Center leadership. FAC feedback has been used to build a website of resources and to design a curriculum and resources for the resident continuity clinic.

## **FAMILY ENGAGEMENT ON KRAVIS HAC TEAMS**

Solutions for Patient Safety (SPS) is a network of 96 hospitals throughout the US and Canada working to reduce preventable harm to children in hospitals. To accomplish this goal the network has targeted hospital acquired conditions (HACs). Member hospitals form HAC teams and share best practices around preventing each condition. The FAC has been engaged by Kravis leadership from the beginning of the hospital's affiliation with the Solutions for Patient Safety (SPS) Network. This year the three major accomplishments of the FAC relative to the work of the HAC teams are:

- Creation of an educational document for patients and families about the prevention and care of pressure ulcers. All pediatric patients identified at risk for pressure ulcers receive this educational document.
- Revision of an educational pamphlet for the CLABSI HAC team. This document is being edited for content and format.
- Revision of patient and family educational materials created by the Falls HAC team. The materials developed are utilized by all pediatric staff and are provided to pediatric patients identified at risk for falls.

## **WELCOMING PATIENTS AND FAMILIES TO OUR PICU**

PICU leadership partnered with the FAC to create Welcome and Orientation materials for the unit. The group engaged in a productive discussion about content and format, revising multiple documents including an educational handout on central lines, a poster orienting families to the unit, a schedule detailing unit activities and medical staffing and a handout defining staff responsibilities.

## **THIRD ANNUAL NYS SOLUTIONS FOR PATIENT SAFETY SYMPOSIUM FRONTLINE STAFF ENGAGEMENT: USING SPS TO MAKE THE BEDSIDE SAFE**

The FAC collaborated with SPS staff and leadership to plan for the upcoming NYS SPS conference to be hosted at Kravis in June 2016. The Kravis team will highlight the family engagement work completed by the FAC to date. A youth advisor from Kravis will also participate in a panel discussing the patient's perspective on hospital safety initiatives. "Hac-a- Palooza", stations featuring the work accomplished by each of the participating hospital's HAC teams, will feature educational materials written in collaboration with our FAC and a video interview of a Kravis parent advisor's perspective on preventing hospital readmissions.

### **Upcoming Projects**

- Design a new welcome packet for pediatrics
- Provide feedback and family perspective on Kravis' social media profile
- Craft an educational handout for general pediatrics
- Revise an educational handout for CAUTI HAC team