

# Youth Advisory Council and Family Advisory Council

End of Year Impact Report: February - July 2018



**Mount Sinai**

*Kravis Children's Hospital*



## The Councils at a Glance

The Mount Sinai **Youth Advisory Council (YAC)** was established in 2015 to enhance the delivery of pediatric care by recognizing and addressing the specific needs of our youth population. In its third year, the YAC is comprised of members ranging in age from 13 to 18, all of whom have experienced multiple admissions at Kravis Children's Hospital. Monthly council meetings are facilitated by Morgan Stojanowski, Child Life Specialist, and Nina Connors, Social Worker, with members collaborating on a range of patient-care projects to bring actionable recommendations to improve the patient experience. The YAC recently welcomed Eric Choi, youth member, and Juliana Horn, Nurse Manager.

The **Family Advisory Council (FAC)**, established in 2009, is a group of parent advisors who collaborate with leadership and interdisciplinary staff to ensure delivery of the highest standard of comprehensive and compassionate health care. The FAC is facilitated by Cheryl Strauss, Child Life Specialist, and Jo Murray, Senior Parent Advisor. Members meet monthly to work on a variety of projects impacting the operations of the medical center. The FAC welcomed several new members this year, including parent advisors Joni Choi, Denise Schaefer and Jeannie Scalzo.

### Actions Toward Advancing Patient and Family-Centered Care

The Youth and Family Advisory Councils:

- Provided feedback on patient and family initiatives across various pediatric service areas, including cardiology, IBD, Pediatric Emergency Department, Creative Arts Therapies.
- Advocated for increased nursing participation in rounds in order to advance the patient and family experience.
- Collaborated with hospital leadership and medical staff to optimize the design and content of the inpatient whiteboards.
- Developed a "Quiet Time" sign for patients and families to create increased opportunities for rest, privacy and management of their environment.
- Welcomed esteemed leadership and staff as guest presenters including, **Dr. David Reich**, **Jonathan Kyriacou**, **Dr. Steven Yung**, **Dr. Howard Seiden**, **Dr. Nell Hodo**, **Patrice Burke**, RN, **Judy Tenenbaum** MSN, RN, **Rachel Nepomuceno-Moreno**, RPA-C, **Madison Elkow**, CCLS, **Marianne Porzelt**, CCLS, **Gabriela Ortiz**, LCAT

### Councils and Leadership Connect to Renovate Lobby

Hospital leadership promptly addressed concerns shared by both Councils about the appearance and functionality of the Kravis Children's Hospital lobby. Thank you to Jonathan Kyriacou, Senior VP of Hospital Operations, for bringing in a team to present design concepts for an upcoming renovation. We look forward to welcoming the team back in September for additional Council input.



## Senior Parent Advisors Engage in Quality and Safety Work

- Andrea Johnston, Senior Parent Advisor, joined the Quality and Safety Team to attend the Spring National Solutions for Patient Safety (SPS) Conference in Chicago, IL.
- Jo Murray, Senior Parent Advisor, and Andrea Johnston attended the regional SPS meeting. Both Advisors brought back innovative ways to engage patients and families in the quality and safety culture of Kravis Children's Hospital.
- Jo joined the Pressure Injury HAC Team, bringing a parental lens to monthly skin rounds.
- Andrea joined Dr. Steven Yung in a presentation to the new class of Pediatric Residents, bringing her parental perspective to a discussion focused on quality and safety.
- Both Andrea and Jo will attend Error Prevention Training as part of the Kravis Children's Hospital's SPS Culture Wave.

## Youth Advisor Presents to the Mount Sinai Board of Trustees

Youth Advisor Kayla Collins joined Child Life and Creative Arts Therapy Department Director Diane Rode at the Board's June meeting to share the impact of Paws & Play programming on pediatric patients and families. Thank you to Kayla for eloquently articulating the experience of those we serve. Dr. Satlin and Amos join Kayla Collins, Diane Rode and Morgan Stojanowski.



## Patient and Family Engagement Committee:

**Diane Rode**, Director of Child Life and Creative Arts Therapy  
**Morgan Stojanowski**, Assistant Director of Child Life and Creative Arts Therapy  
**Nina Connors**, Pediatric Oncology Social Worker  
**Cheryl Strauss**, Senior Child Life Specialist  
**Charles Ennis**, Senior Director of Women and Children's Services  
**Cassandra Francis**, Clinical Nurse Coordinator  
**Lindsay Davis**, NICU Child Life Specialist  
**Juliana Horn**, Clinical Nurse Manager  
**Patrice Burke**, Nurse Educator  
**Dr. Steven Yung**, Medical Director of Pediatric Quality and Safety  
**Lauren Powledge**, Pediatric Hematology Social Worker  
**Carlie Regis**, Clinical Nurse Manager  
**Jen Kero**, Pediatric Quality and Safety Coordinator  
**Jo Murray**, Senior Parent Advisor  
**Dr. Laura Hodo**, Inpatient Quality Director, Pediatric Hospital Medicine

