

YOUTH ADVISORY COUNCIL AND FAMILY ADVISORY COUNCIL

END-OF-YEAR IMPACT REPORT

Kravis Children's Hospital at Mount Sinai
September 2016 - June 2017

WHO WE ARE

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 second 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. The 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 **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, Family Engagement Coordinator. Members meet monthly to work on a variety of projects impacting the operations of the Medical Center.

**Welcome
Jo Murray,
Family
Engagement
Coordinator**

In March 2017, longtime family advisor Jo Murray accepted a five-month pilot position to support and advance the work of our family engagement faculty. Jo serves as the family advisor on operational, safety and quality teams throughout the children's hospital; co-chairs the Family Advisory Council; and is a member of the hospital's planning team for the New York State Children's Hospitals Solutions for Patient Safety Spring Symposium.

Jo's commitment to family engagement began when she joined the Family Advisory Council in 2010, following the hospitalization of her then three-year-old daughter. Diagnosed with HLH, a rare autoimmune disease, combined with a-HUS, a kidney disorder, her daughter spent an entire summer in the PICU. This experience, along with a host of personal attributes, propelled Jo to the forefront of patient and family advocacy.



In April, The YAC and FAC welcomed Professor Bunsen Honeydew with open arms (and pats) as they learned more about this innovative Animal Assisted Therapy program. Child Life Specialist Ali Spike, Professor's primary handler, presented an overview of the Facility Dog program to the Councils, generating excitement and thoughtful feedback. Both groups discussed plans for program implementation, communication with patients and families, signage and collateral material to ensure optimal roll out.



As a collective, the YAC and FAC are working to enhance patient and family-centered care

- Last fall, YAC members participated in PICU medical rounds with the goal of enriching family-centered care. After rounding, YAC members reported their areas for improvement to Dr. Reich, President and CEO of Mount Sinai. Their feedback was also presented at the October MSH/MSQ Patient Experience Committee Meeting.
- The FAC also participated in PICU medical rounds, and more recently, in Hematology Oncology Rounds. The participating advisors provided feedback, from a patient and family focused lens, which was captured in video-recorded debrief sessions. The collective feedback and insight gained from both Councils will be incorporated into innovative learning opportunities for clinicians and students.
- Dual handset translator phones were distributed throughout Pediatrics based on Rounding feedback from YAC and FAC members.
- Language Assistance implementation in-services are currently being provided to pediatric medical staff.
- The FAC provided input on the content of newly designed inpatient admission packets, including a customized notepad for patients and families to write questions or track information throughout their admission experience.
- Chuck Ennis, Director of Women and Children's Services, presented a CHG bathing educational pamphlet for the Councils to review. Council members offered feedback on the content and language and made recommendations on how to introduce the pamphlet.

Congratulations to YAC Members Emmanuel & Jasmeen on their acceptances into NYU and Hunter College!



The Whiteboards are Here!

Improving communication between patients, families & the medical team.

NYS SPS Symposium

Steve Yung, MD, presented at the FAC meeting to provide an overview of the June 2nd NYS SPS Symposium, "Family Engagement in Safety *A simulation symposium to advance best practice.*" Four Parent advisors will attend as active participants, including Jo who will represent the hospital on the Parent Advisor Panel at the closing of the symposium.

Family engagement on the HAC teams

7-day Readmission: Jo Murray and another FAC member joined this team, bringing family engagement to the forefront of the discussions. The FAC made recommendations regarding the parent readmission interview process. Jo is shadowing Kathy Hoffstadter-Thal, RN, on parent interviews to provide ongoing assessment and feedback

CLABSI: Jo continues to serve on this committee and attends monthly meetings.

Pressure Injuries: Parent advisors shadowed the medical team on "Skin Rounds." Their feedback will be captured in video debriefs scheduled for this spring.

YAC /FAC Steering Committee:

Diane Rode, Director of Child Life and Creative Arts Therapy

Morgan Stojanowski, CCLS

Nina Connors, LMSW

Cheryl Strauss, CCLS

Charles Ennis, Director of Women and Children's Services (Interim)

Cassandra Francis, RN
Clinical Coordinator

Patrice Burke, RN

Kimberly Disanto, RN
Clinical Manager

Steven Yung, MD
Lauren Powledge, LCSW

Carlie Regis, RN
Clinical Manager

Jo Murray, Family Engagement Coordinator