

YOUTH AND FAMILY ADVISORY COUNCIL'S MID- SESSION IMPACT REPORT

Kravis Children's Hospital at Mount Sinai
 September - December 2016

YAC /FAC Steering Committee:



<p> Diane Rode, Director of Child Life and Creative Arts Therapy Department Morgan Stojanowski, CCLS Nina Connors, LMSW Cheryl Strauss, CCLS Charles Ennis, RN Director of Pediatric Services Emily Kropp, RN Clinical Manger </p>	<p> Patrice Burke, RN Kimberly Disanto, RN Clinical Manager Sandra Myerson, Chief Patient Experience Officer MSHS Steven Yung, MD Lauren Powledge, LCSW Christine Low, LCSW </p>
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WHO WE ARE

The Mount Sinai **Youth Advisory Council (YAC)** was established 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 six youth ranging in age from 13 to 21. The Council meetings are facilitated by Child Life Specialist Morgan Stojanowski and Social Worker Nina Connors. YAC members gather monthly to collaborate on a broad range of patient-care projects, working with a variety of clinicians and Mount Sinai staff to bring actionable recommendations to improve the patient experience.

The **Family Advisory Council (FAC)**, established in 2009, is a group of former pediatric patients (Patient Advisors) and parents of pediatric patients (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 Social Worker Christine Low and members meet monthly to work on a variety of projects impacting the operations of the Medical Center. The FAC welcomed several new members at the inaugural meeting in September. Parent Advisors, Chantal Onelien, Angel Villasenor, and Joanne Archibald and staff Catherine Solomon, RN, and Tori Zucker, CCLS joined the membership.

WE'VE BEEN BUSY; PICU ROUDING

Youth Advisors observed PICU medical rounds with Dr. Yung and Dr. Hojsak on October 3rd and 4th. The Advisors also participated in video-recorded debrief sessions to provide feedback to enhance patient and family centered care. The YAC feedback was presented at the October MSH/MSQ Patient Experience Committee Meeting. YAC members also reported their areas for improvement to Dr. Reich. These items reflect inclusivity of patients and families, utilizing language translation services and patient confidentiality.

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WE'VE BEEN BUSY; PICU ROUDING (continued)

Parent Advisors joined the PICU team in morning rounds on November 8th. In this pilot experience, they observed the healthcare team, specifically focusing on the aspect of family engagement. Their observations, captured immediately afterwards in a video debrief session, brought the family perspective to light and highlighted key areas for quality improvement. After viewing these videos at the FAC meeting in November, council members generated a list of salient observation points which were later shared with the PICU attending physicians. As a result of this successful initiative, parent advisors will soon observe rounds on other units within the children's hospital.

Outcomes to Dates

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

- 50 dual handset translator phones were delivered and distributed throughout Pediatrics.
- Language Assistance re-implementation & in-services are currently being provided to Pediatric medical staff .
- New whiteboards for inpatient rooms have been ordered and will be installed in January. These boards will promote communication between the patient, family and medical team.
- Customized notepads will be given to all pediatric inpatients as part of a Welcome Packet upon admission. The format allows parents and children to write questions and reminders and track information throughout their admissions.
- Parent advisors, Josephine Murray and Louise Maniscalco joined hospital HAC teams, CLABSI and Pressure Injury respectively, keeping family engagement at the forefront of these groups' efforts.

And We Are Not Done Yet!

- The YAC and FAC will collaborate to produce educational content based on their rounding experience for medical training.
- Training will be held around the implementation and use of the whiteboard and its ability to incorporate a family centered touch point in medical rounds.
- Plans are in place for the "Seven day Readmissions" HAC team to continue to engage FAC members in the development of family focused educational materials.

The YAC and FAC look forward to continuing this great work into 2017. Look for our next Impact Report this summer!

To nominate a Youth Advisor for the YAC, please contact Morgan Stojanowski at morgan.stojanowski@mountsinai.org
To nominate a Parent Advisor for the FAC, please contact Christine Low at Christine.Low@mountsinai.org