

# YOUTH ADVISORY COUNCIL AND FAMILY ADVISORY COUNCIL MID-YEAR IMPACT REPORT

September 2017 - January 2018  
Kravis Children's Hospital at Mount Sinai

## 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 Julianna Horn, P5 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 Jeanie Scalzo.

## Advancing Ways to Enhance Patient and Family-Centered Care

- Working as group, both councils developed questions for physicians to ask on rounds in an effort to strengthen patient and family engagement with the goal of improving safety and quality. These questions were disseminated to pediatricians for consideration and incorporation into the rounding structure.
- YAC members developed an educational video which promotes the use of the whiteboard communication tool. This video was presented at a pediatric leadership meeting.
- The YAC drafted a "Quiet Time" communication tool to be placed on patient doors; this instrument will focus on privacy and the reduction of non-essential room visitors. A plan is being developed to pilot this tool on an inpatient unit with the help of Nursing and the Child Life and Creative Arts Therapy Department.
- Dr. Nell Hodo presented to the FAC and YAC on the new role of hospitalists at Kravis Children's Hospital and on her team's work with a family engagement initiative aimed at increasing nursing presence on medical rounds. Parent and youth testimonials were compiled, highlighting the important role of nursing in communication regarding patient and family safety, concerns and priorities.

## Introducing the Coffee Cart

The "Coffee Cart" pilot program was launched on October 31. Through this service, a child life staff member and senior parent advisor offer families and caregivers coffee, tea, hot chocolate and cookies in the PICU every Tuesday from 2-3 pm. With the Coffee Cart, families and caregivers are able to take a break without having to leave the patient's room. Families, caregivers and staff have all provided positive feedback about this new amenity. Future plans include the expansion of the Coffee Cart service to other floors and at additional times.



## Meet Andrea Johnston, Senior Parent Advisor



In August 2017, FAC member, Andrea Johnston, moved into the role of senior parent advisor. In this new capacity, Andrea is able to represent the parent voice on various hospital committees and initiatives. She serves on the Hospital Acquired Condition (HAC) team to prevent seven-day readmissions, providing patient and family centered feedback regarding the team's targeted interventions. Andrea is actively involved in the training of the Kravis nursing staff regarding the tenants of the readmission HAC team and has been a guest speaker at medical faculty and nursing staff meetings. By sharing her son's hospital experiences, Andrea is able to impart the importance of partnering with patients and families to improve safety and quality, as well as patient experience. Andrea meets regularly with Kravis staff to identify new areas of engagement for patients and families and to set associated program goals. In 2018, she looks forward to being an instrumental member of the safety and quality movement at Kravis as the hospital embarks on training opportunities provided by Solutions for Patient Safety.

## Watch Us Grow

We are excited to share that the Neonatal Intensive Care Unit's (NICU) long standing Family Advisory Council is now being facilitated by Lindsay Davis, Child Life Specialist, and Jill Winston, Social Worker. As new members of the Patient and Family Engagement (PFE) Steering Committee, they are actively contributing to the construction and development of PFE initiatives. Please stay tuned for exciting updates from the NICU FAC!



YAC, FAC and Staff come together for a discussion and interactive art process celebrating the patient and family engagement community.

## Patient and Family Engagement Committee:

<b>Diane Rode</b> , Director of Child Life and Creative Arts Therapy	<b>Patrice Burke</b> , RN
<b>Morgan Stojanowski</b> , Assistant Director of Child Life and Creative Arts Therapy	<b>Steven Yung</b> , MD
<b>Nina Connors</b> , LMSW	<b>Lauren Powledge</b> , LCSW
<b>Cheryl Strauss</b> , CCLS	<b>Carlie Regis</b> , RN Clinical Manger
<b>Charles Ennis</b> , Director of Women and Children's Services (Interim)	<b>Jen Kero</b> , RN Safety and Quality
<b>Cassandra Francis</b> , RN Clinical Coordinator	<b>Jo Murray</b> , Family Engagement Coordinator
<b>Lindsay Davis</b> , CCLS	
<b>Julianna Horn</b> , RN Clinical Manager	

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