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**Patient and Family Advisory Councils**

**2018 Annual Report**

Dec. 21, 2018

Dear Readers,

We all remember that one, singular moment. That very first time you left the hospital holding the hand of your newly diagnosed child. And when that moment happens, I can't think of anywhere else I'd rather be with my child than Florida Hospital for Children.

From the experts in their fields, to the staff, administration and facility, then add to this the mission of faith, healing and collaboration of the Family Advisory Council, and we are well on our way to a complete experience.

As a member of the Family Advisory Council for the past two years, and chairwoman in 2018, I have been humbled by the accomplishments of our council, such as the new children's menu, picture scriptures, NICU milestones and more.

Yet, as parents and advocates for our children and the many to come behind us, our work is not done, our goals set even higher.

May we face 2019 with a renewed vision and mission to serve the children and families of our community and provide hope for a new tomorrow. As is said, "You never know how strong you are until being strong is all you have."

Let us be strong together, with God's grace and the Family Advisory Council.

God Bless,



Holly Condrey  
Chairwoman  
Family Advisory Council  
Florida Hospital for Children



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## HOLLY CONDREY

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Holly Condrey joined the Family Advisory Council in June 2017 and was elected as chairwoman in March 2018. She is married and has two children.



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## PFAC Overview

Major changes were announced at Florida Hospital for Children in 2018 when it comes to the brand and leadership of the hospital and the structure of our Patient and Family Advisory Councils. The new year will bring with it the arrival of AdventHealth. Dr. Raj Wadhawan (pictured, right) was also named as senior executive officer of Florida Hospital for Children and Florida Hospital for Women after the departure of Chief Executive Officer Marla Silliman.



The year also brought changes to our PFACs on several levels. Membership growth allowed for the launch of a fourth advisory council devoted to the Neonatal Intensive Care Unit. The original council remains focused on the pediatric units. The E-council also moved to a new platform on Facebook.

All of Florida Hospital for Children's PFACs allow families to have a voice in the decisions that affect patient- and family-centered care. Council members share and bring their perspectives on the healthcare experiences provided by the hospital. This partnership allows patients and families to have a direct impact on the planning, delivery and evaluation of health care with the goal of promoting quality, safety and satisfaction.

All of the PFACs provide and present annually on their progress and activities to the leadership team. This annual report will also be posted online at [FloridaHospitalforChildren.com](http://FloridaHospitalforChildren.com).

## Philosophy & Vision

The goal of all of the PFACs at Florida Hospital for Children is to promote a positive relationship among the hospital, its families, and the regional community, and thereby serve as a vital link between the hospital and its community.

By creating partnerships across the continuum of care, patients, families and the health care team work together. The success of this work is based on principles of patient- and family-centered care:

- Dignity and respect: Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.



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- Information sharing: Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information to effectively participate in care and decision-making.
- Participation: Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- Collaboration: Patients, families, health care practitioners and health care leaders collaborate in policy and program development, implementation and evaluation; in research; in facility design; and in professional education, as well as in the delivery of care.

On the experience level, the expertise of council members is fundamental in promoting teamwork and effective communication. At the organizational level, members are active partners in safety initiatives, data analysis and care redesign.

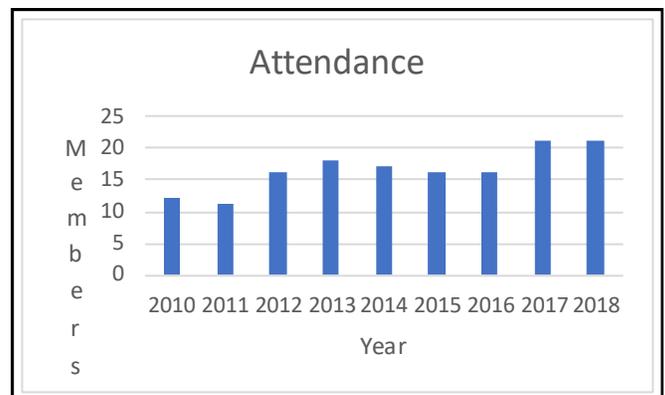
## Recruitment & Selection

PFAC members are recruited through communication between Florida Hospital for Children staff, patients and families. Applications can be submitted on paper or electronically at [FloridaHospitalForChildren.com](http://FloridaHospitalForChildren.com).

Applications are accepted year-round, and candidates are screened and interviewed by hospital staff and PFAC leadership. Once candidates are screened, members are selected based on factors that include listening skills, sharing of thoughts and opinions on health care experiences and the ability to understand different points of view.

## Family Advisory Council Member Overview

Members of Florida Hospital for Children’s two primary PFACs, the NICU and pediatric councils, include parents and grandparents of former patients, as well as hospital staff members. There are 26 women and five men, which includes 21 parents and 11 staff members, on the two councils. Some of the staff members have children who have undergone treatment at the hospital. The membership is reflective of the hospital’s service community and spans across the continuum to include inpatient and outpatient populations. Members have experiences in pediatric medical/surgical care, NICU, PICU, CEC, BMT and CVICU. Ten members joined the councils in 2018. The two councils are facilitated by the director of family experience, patient and family experience manager and the family-centered care consultant.

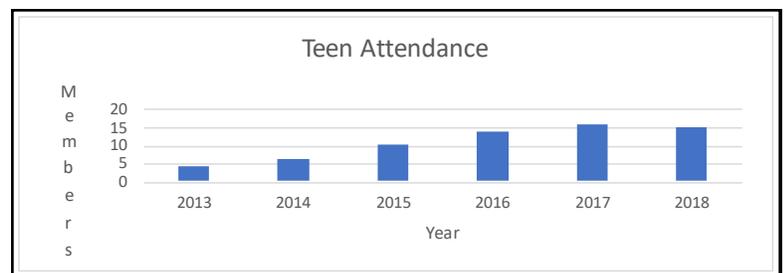


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## Teen Advisory Council

The Teen Advisory Council held several special events for patients and families, including events for Christmas, a prom, and a fall festival. Our teens have completed numerous projects to assist the hospital's Child Life Team:

- **Child Life Week:** The teens helped prepare crafts and activities for the weeklong Child Life event. Each day had a theme and events were planned around the theme.
- **Prom:** This yearly event is for patients who are not able to attend their high school prom. The event included crafts, food, dancing, photo booth, goodie bags and more. The patients were able to select a dress or tuxedo and have their hair and makeup done by professionals who volunteered their time. The teens helped prepare crafts and decorations before the event and helped during the event at a variety of stations.
- **Fall Festival:** A one day fall-themed event for patients and families. Teens again helped before the event with crafts and décor. Four teens volunteered during the event.
- **Sports Night:** The teens planned and ran a variety of sports-themed activities and crafts during this evening event. Sports included ball toss, basketball hoop, bowling, PS 4 sports games, banner crafts and card games.
- **Season's Sweetings:** Coordinated with the Family Advisory Council. The teens had stations set-up in the Walt Disney Pavilion lobby where patients and families could make paper ornaments, candy cane reindeers, and miniature Christmas tree ornaments to take home or decorate their hospital room.
- **Legacy-Making Bracelets:** Braided string bracelets that are given to children who have experienced the loss of a family member. These matching bracelets help the children remember and feel a connection with the person who died.
- **Kids Car Initiative:** Teens provided feedback and ideas on how to use ride-on cars that were donated to the hospital.



The Teen Advisory Council also assisted the Child Life team by cleaning the playroom and toys on the sixth and seventh floors.

Teens who attend meetings receive credit for participation which they are able to use for community service hours. There are currently 20 members with an average of 15 in attendance per meeting.



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## E-Council Overview

The Florida Hospital for Children E-Council was established on Groupsite in 2015 to involve a larger number of families on issues involving patient experience. Comments from the E-Council are frequently included during Family Advisory Council meetings.



The E-Council has been most successful when issues arise between the monthly meetings of the Family Advisory Council, particularly with questions that require a simple yes-or-no answer or those of which a choice needs to be made between two or three possibilities. Questions that require more thought have garnered fewer responses. There are 16 members on the E-Council, and several of them are also

members of the Family Advisory Council. The E-Council moved to Facebook in April 2018 with the goal of increasing membership and engagement because of social media giant's popularity and ease of use.

## Council Leadership

The Family Advisory Council has a policy and an election process for the nomination and selection of key leadership positions, including chairman and secretary. Positions are solicited through active member nominations and those elected serve a term of two years. Any active member with strong attendance and a demonstration of a strong commitment to the guiding principles of patient- and family-centered care is eligible. The chairman can serve up to two consecutive terms. Holly Condrey and Shelby Allen began terms in 2018 as chairmen of the pediatric and NICU councils respectively.

## Agenda Planning

Meeting agendas are set in a collaborative manner by the patient and family experience manager, family-centered care consultant and the Family Advisory Council chairman. Members are encouraged to bring forward topics of interest, concerns or issues with recent experiences.

Agenda topics also come from various departments at Florida Hospital for Children who are seeking input on new initiatives or guidance in project implementation. In the interest of improvement, each Family Advisory Council meeting provides time for members to bring up new business and items for future agendas.

Ideas and recommendations are discussed among council leadership to determine whether they should be placed on the agenda or discussed elsewhere.



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Work is often generated outside of the actual meeting through email, posts to the Family Advisory Council Facebook group or during phone calls.

Meetings in 2018 were held on the following dates:

Jan. 8	Feb. 12	March 12	April 9
May 14	June 11	July 9	Aug. 13
Sept. 10	Oct. 8	Nov. 12	Dec. 10

The November meeting was held on the rooftop of the administration building and included an evening of food and music to thank the members for their contributions throughout the year. The December meeting was used to host the annual Christmas party for the patients and families who were on the units of Florida Hospital for Children. Invitations were distributed prior to the event this year to increase attendance.

## Impact & Accomplishments

Packed agendas greeted members of the Family Advisory Council at many of 2018's regular meetings. The council tackled a wide range of topics, including transitional care, the implementation of the Welch on the Go meal delivery service and identification of families utilizing the Stratus language translation service.

- **Transitional Care:** Members of the Family Advisory Council are committed to the continuation of care of children in the special needs community who are reaching adulthood. The topic was raised by the council in 2012 and was a major topic throughout 2018 with hospital leaders. Steps were taken to assure patients up to 18 years old will continue to be seen in the Children's Emergency Center. The council will watch this topic closely in the upcoming year to assure the needs of these patients are addressed when inpatient or outpatient.
- **Welch on the Go:** Members provided feedback to Nutritional Services on the implementation of a meal delivery service to patients and visitors in the hospital, including pricing, menu design and implementation.
- **Stratus Interpretation:** The Family Advisory Council was asked to provide input on the best way to identify patients and families who require interpretive services. A decision was made to use the symbol of a bird on the doors of patients' rooms.
- **NICU Development:** Several initiatives were brought to members regarding education on the development of newborns in the NICU. One involved a chart with the path to discharge, and the second provided



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information on how best to comfort and engage the baby based on his or her gestational age. The group also provided input on a third research project titled “The Occupation of Parenthood.”

- **Primary Nursing:** Extensive input was provided to NICU leaders from the council regarding implementation of primary nursing for families on the unit. The initiative was later implemented.
- **Get Well Network:** The pediatric units at Florida Hospital for Children utilize the Get Well Network patient engagement system. A review resulted in changes to the presentation of content on the main TV screen.
- **Hello Well:** Florida Hospital has worked diligently to bring the next generation of healthcare to our patients and families, and the Family Advisory Council worked with leaders at the system level to make the process easier when parents need to access their children’s medical records. The partnership will continue in 2019.
- **NICU Support Group:** The hospital’s social workers invite NICU parents to attend a weekly gathering to increase communication between families and provide emotional support during their stays. The Family Advisory Council has provided insight to increase attendance and engagement at the meeting.

Additionally, the Family Advisory Council assisted the hospital’s Coordinated Care for Kids program with the rollout of a monthly opportunity for families to get legal advice on issues such as guardianship and government assistance programs at no charge.

## 2019 Goals

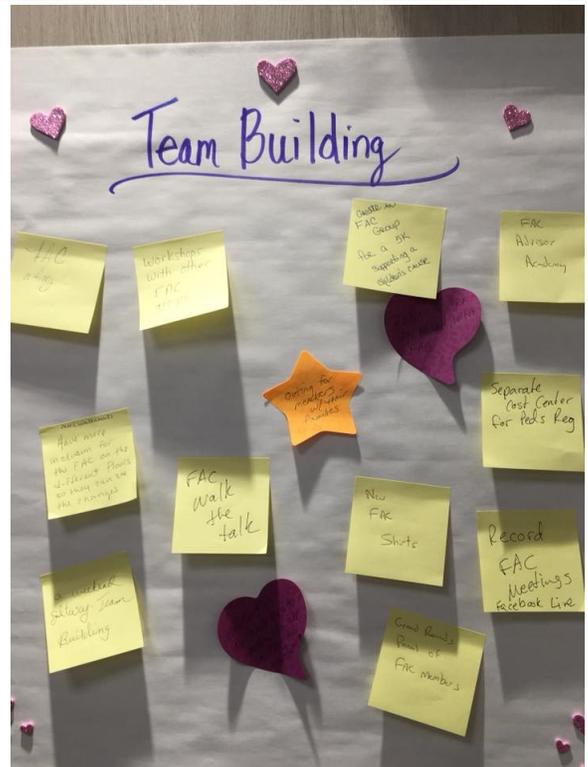
The Pediatric and NICU councils will begin running independently in 2019. Both councils will visit their respective units early in the year to make sure the environments are family-friendly. Members plan to revamp their presence on the hospital’s website. Some of the topics that will be tackled in the new year are compassion rounds, NICU discharge celebrations and an effort that is being coordinated with the patient safety officer regarding the use of key cards that will allow parents to assist staff in the prevention of falls, CLABSI, CAUTI, UPE, etc.



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# Memorable Moments

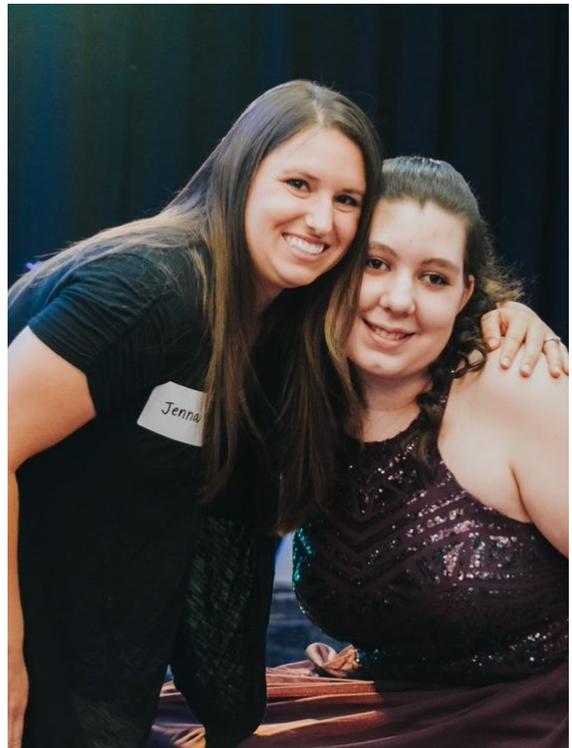
The Family Advisory Council and NICU Advisory Council created many memories in 2018.



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# Memorable Moments

The Teen Advisory Council created many memories in 2018.



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